



Board of Trustees Meeting

Wednesday, November 8, 2023

6:30 p.m.

Via Zoom Technology

2nd REVISED PACKET

**NLACRC Board of Trustees Calendar
Fiscal Year 2023-24**

◆ November 2023 ◆

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 <u>3:00pm</u> Consumer Advisory Committee Meeting	2 <u>9:30 am</u> Vendor Advisory Committee Meeting	3	4
5	6 <u>6:00 pm</u> Strategic Planning Committee Meeting	7	8 <u>5:30 pm</u> Board Packet Review (Zoom) <u>6:30 pm</u> Board Meeting (Zoom)	9	10	11 Veterans Day
12	13	14	15 <u>6:00 pm</u> Consumer Services Committee Meeting	16	17	18
19	20	21	22	23 Thanksgiving (NLACRC offices closed)	24 Day after Thanksgiving (NLACRC closed)	25
26	27	28	29	30 <u>6:00 pm</u> Administrative Affairs Committee Meeting <u>7:30 pm</u> Executive Committee Meeting		

Please note that all meetings will be held via Zoom until further notice.

NLACRC Board of Trustees Calendar
Fiscal Year 2023-24

◆ December 2023 ◆						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7 10:00am-2:00 pm ARCA Executive Committee Mtg. Hanukkah (begins at sundown)	8	9
10	11	12	13	14	15 Hanukkah (ends at sundown)	16
17	18	19	20	21	22	23
24 Christmas Eve	25 Christmas Day (NLACRC offices closed)	26	27	28	29	30
31						

NOTE: The Board is "dark" in December and the Self-Determination Committee will not meet.

Please note that all meetings will be held via Zoom until further notice.

**NLACRC Board of Trustees Calendar
Fiscal Year 2023-24**

◆ January 2024 ◆

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 New Year's Day (NLACRC offices closed)	2	3 <u>3:00pm</u> Consumer Advisory Committee Meeting <u>5:30 pm</u> Nominating Committee Meeting	4 <u>9:30 am</u> Vendor Advisory Committee Meeting	5	6
7	8 <u>6:00 pm</u> Strategic Planning Committee Meeting	9	10 <u>4:30 pm-5:30 pm</u> Board Packet Review (Santa Clarita NLACRC Office or option to attend via Zoom) <u>6:30 pm</u> Board Meeting (Santa Clarita NLACRC Office or option to attend via Zoom)	11	12	13
14	15 Martin Luther King Day (NLACRC offices closed)	16	17 <u>6:00 pm</u> Government & Community Relations Committee Meeting	18 <u>10:00am-2:00 pm</u> ARCA Executive Committee Mtg.	19 <u>9:00am-12:00 pm</u> ARCA Board of Directors Mtg.	20
21	22	23	24	25 <u>5:30 pm</u> Post-Retirement Medical Trust Meeting <u>7:30 pm</u> Executive Committee Meeting	26	27
28	29	30	31			

**Please note that all meetings will be held via Zoom until further notice.*
*The Board of Trustees will have a quarterly hybrid meeting option this month.**

North Los Angeles County Regional Center
Board of Trustees Meeting - *Via Zoom*

Wednesday, November 8, 2023

6:30 p.m.

3rd REVISED

~AGENDA~

1. **Call to Order & Welcome** – Ana Quiles, Board President
2. **Housekeeping**
 - A. Spanish Interpretation Available
 - B. Public Attendance (please note name in Chat)
 - C. Reminder - Monthly Submission for Childcare/Attendant Care Billing
 - D. *Update Zoom Screen Name to include full name, board position, and geographic location (SFV, AV, or SCV)
 - E. Applications to Serve an Additional Term due 12/15/2023
3. **Board Member Attendance** – Kimberly Visokey, Executive Assistant
4. **Introductions – Ana Quiles, Board President**
 - A. David Coe, 1st Vice President
 - B. Vini Montague, Chief Financial Officer
5. **NLACRC’s “Win” – Regional Center Performance Measures –Phase 1 (Page 9)**
6. **Public Input & Comments** (3 minutes)
7. **Consent Items**
 - A. Approval of Agenda (**Page 5**)
 - B. Approval of August 9, 2023, Board Meeting Minutes (**Page 10**)
 - C. Approval of October 11, 2023, Board Meeting Minutes (**Page 19**)
8. **Presentation of Executive Director Evaluation Process** – Parita Burmee
 - A. ED Evaluation Process Timeline (**Page 26**)
 - B. Presentation Board Source (**Page 29**)
 - C. ACE Master Survey (**Page 42**)

9. Committee Action Items

- A. Executive Committee - Ana Quiles
 - 1. Proposed Amendment to Bylaws (*Page 55*)
 - 2. ARCA Membership Agreement Form (*Page 62*)

- B. Administrative Affairs Committee – Brian Gatus
 - 1. Board Resolution for Workers Comp Insurance (*Page 65*)

- C. Consumer Services Committee - Rosie Sigala
 - 1. No Meeting in October

- D. Government & Community Relations – David Coe

- E. Vendor Advisory Committee – Suad Bisogno

- F. Strategic Planning Committee – Leticia Garcia
 - 1. SPC Critical Calendar (*Page 66*)
 - 2. Employee Satisfaction Survey RFP (*Page 68*)

10. Executive Session

- A. Personnel

11. Executive Director’s Report – Ruth Janka (*Page 75*)

12. Self-Determination Program (SDP) Report – Gabriela Eshrati

- A. SDLVAC Liaison October Report (*Page 86*)
- B. Next Self Determination Local Advisory Committee Meeting scheduled for November 16, 2023, at 6:30 pm

13. Association of Regional Center Agencies – Lety Garcia

- A. ARCA Liaison Report
 - 1. Membership Standards and Practices Framework (*Page 88*)
- B. Next Meeting Scheduled for January

14. Administrative Affairs Committee – Brian Gatus

- A. Minutes of the September 28, 2023 Meeting (*Deferred*)
- B. Next Meeting Scheduled on November 30, 2023, at 6:00pm

15. **Consumer Services Committee** – Rosie Sigala
 - A. Next Meeting Scheduled on November 15, 2023, at 6:00pm

16. **Executive Committee** – Ana Quiles
 - A. Minutes of the September 28, 2023 Meeting (*Page 90*)
 - B. Minutes of the October 26, 2023 Meeting (*Deferred*)
 - C. Approved W & W Joint Ventures ____ on behalf of the Board
 - D. Approved W & W Joint Ventures ____ on behalf of the Board
 - E. DDS FY24-25 Contract Presentation – (*Contract Pending*)
 - F. Next Meeting Scheduled on November 30, 2023, at 7:30 pm

17. **Government & Community Relations Committee** – David Coe
 - A. Minutes of the October 18, Meeting (*Deferred*)
 - B. Next Meeting Scheduled on January 17, 2024, at 6:00 pm.

18. **Nominating Committee** – Lillian Martinez
 - A. Application to Serve an Additional Term
 1. Due to boardsupport@nlacrc.org by Dec. 15th
 - B. Next Meeting Scheduled on January 3, 2024, at 5:30 pm.

19. **Post-Retirement Medical Trust Committee** – Ana Quiles
 - A. Next Meeting Scheduled on January 25, 2024, at 5:30 pm

20. **Strategic Planning Committee** – Lety Garcia
 - A. Strategic Plan Annual Update for FY 22-23 (*Page 97*)
 - B. 1st Quarter Report on New Vendorizations (*Page 118*)
 - C. Minutes of the August 7, 2023 Meeting (*Page 119*)
 - D. Minutes of the November 6, 2023 (*Deferred*)
 - E. Next Meeting Scheduled on February 5, 2024, at 6:00pm

21. **Vendor Advisory Committee** – Suad Bisogno
 - A. Board of Directors Service Provider Message (*Page 125*)
 - B. DDS Provider Rate Reform Plan of Action Committee
 - C. Minutes of the October 5th Meeting (*Page 126*)
 - D. Minutes of the November 2, 2023 (*Deferred*)

- E. Next Meeting Scheduled January 4, 2024, at 9:30 am.

22. Old Business/New Business

- A. Board and Committee Meeting Attendance Sheets (*Page 137*)
- B. Board and Committee Meetings Time Report (*Page 147*)
- C. Updated Acronyms Listing (*Page 148*)
- D. Meeting Evaluation Form – *Emailed separately*

23. Announcements/Information/Public Input

- A. Next Meeting: Wednesday, January 10, 2024, at 6:30 pm
- B. Public Meeting Attendance
- C. SDP Independent Facilitator Round Table: Thursday, November 9, 2023, 2:00 pm
- D. Transition from Early Intervention to Preschool Programs in the Antelope Valley School Districts/Transición del Programa de Intervención Temprana al Preescolar en los Distritos Escolares del Valle del: Tuesday, November 14, 2023, 9:00 am
- E. Consumer Services Committee Meeting: Wednesday, November 15, 2023, 6:00 pm
- F. Parents of Adult Consumers Support Group: Wednesday, November 15, 2023, 6:30pm
- G. Supported Living Services (SLS) orientation: Thursday, November 16, 2023, 3:00 pm
- H. Self Determination Local Advisory Committee Meeting, Thursday, November 16, 2023, 6:30 pm
- I. Cultivar y Crecer: Friday, November 17, 2023, 6:230 pm
- J. Orientaciones de autodeterminación, Monday, November 20, 2023, 9:00 am
- K. Filipino Support Group: Monday, November 20, 2023, 6:30 pm
- L. Administrative Affairs Committee Meeting: Thursday, November 30, 2023, 6:00 pm
- M. Executive Committee Meeting: Thursday, November 30, 2023, 7:30 pm

Please refer to NLACRC’s website for the Calendar of Events, which includes a link for the Family Focus Resource Center, for information regarding more support groups, training opportunities, dates, times, and links – www.nlacrc.org

24. Adjournment





**Regional Center Performance Measures
Recognition and Payment Amounts by Measure and Regional Center
Phase I: Fiscal Year 2022-2023**



	EARLY START <u>(Child Find and Identification)</u>		EMPLOYMENT <u>(Participation in CIE)</u>	EQUITY & CULTURAL COMPETENCY <u>(Linguistic Diversity)</u>		PERSON-CENTERED SERVICES PLANNING <u>(SC Facilitation Skills)</u>
	Child Find Plan	Percent Served (Birth to 3)	Competitive Integrated Employment Placements	Bilingual Staff Survey	CMF Update	PCP Trainer(s)
ACRC	★	◇	Pending	★	★	★★★
CVRC	★	★		★★★		
ELARC	★	★		★★★		
FDLRC	★	★		★★★		
FNRC	★	★		★★★		
GGRC		◇		★★		
HRC	★	★		★★★		
IRC	◇	◇				
KRC	★	★		★		
NBRC	★	★		★★		
NLACRC	★	★		★★★		
RCEB	★	◇		★		
RCOC	★	★		◇		
RCRC	★	★		★★★		
SARC	★	◇				
SCLARC	★	★		★★★		
SDRC	★	★		★★★		
SG/PRC	★	★		★★★		
TCRC	★	★		★★★		
VMRC	★	★		★★★		
WRC	★	★	★★★			
	Child Find Plan submitted with required information	Percentage of infants identified as eligible (Indicators 5 & 6 of Early Start Local Performance Report)	Achieved number of 30-day CIE placements that meets or exceeds the RC's higher performance target: \$75,000 Exceeds performance target by 10% or more: \$50,000	Completion of bilingual staff survey If both measures met: Low-size RC: \$60,000 Mid-size RC: \$90,000 High-size RC: \$120,000	Update of Client Master File for 100% of individuals served	<ul style="list-style-type: none"> One certified Person-Centered Plan Facilitation Trainer for every 10,000 people on RC average monthly caseload: \$70,000 One additional trainer: \$15,000 (\$85,000 total) Two or more additional trainers: \$30,000 (\$100,000 total)

- ★ Successfully met measure (some focus areas have additional incentives above the standard)
- ◇ Partially met measure
- ◇ Participated but did not meet measure
- (blank) Did not participate

**Minutes of Regular Meeting
of
North Los Angeles County Regional Center
Board of Trustees**

The Board of Trustees of North Los Angeles County Regional Center, Inc., a nonprofit corporation, held their regular board meeting via Zoom on **August 9, 2023**

Trustees Present

Ana Quiles
David Coe
Leticia Garcia
George Alvarado
Andrew Ramirez
Jordan Feinstock
Nicholas Abrahms
Rocio Sigala
Sharmila Brunjes
Suad Bisogno
Cathy Blin
Sylvia Brooks- Griffin
Lillian Martinez
Brian Gatus
Alma Rodriguez

Guests Present

Lori Walker - SDLAC
Richard Dier - SDLAC
Nancy Gallardo – Interpreter
Shelly Lugo - Interpreter
Anthony Rodriguez - George's Coach
Victoria Berrey - FFRC
Jason Francisco - DDS
Hugo Ortiz
Suzanne Paggi
Vivian Seda
Elizabeth DeFrancis

Staff Present

Ruth Janka
Vini Montague
Lizeth Chavez
Lilliana Windover
Cristina Preuss
Malorie Lanthier
Donna Rentsch
Chris Whitlock
Robert Dhondrup
Gabriela Eshrati

Trustees Absent

Jennifer Koster

1. Call to Order & Welcome – Ana Quiles, Board President

Ana called the meeting to order at 6:30 p.m.

2. Housekeeping

A. Spanish Interpretation Available

Ana informed attendees that instructions for Spanish Interpretation are located in the chat.

B. Public Attendance

Ana asked public attendants to note their names in the chat.

C. Monthly Submission for Childcare/Attendant Care Billing

Ana informed the public and the Board that monthly submissions for billing would be sent out.

3. Board Member Attendance – Lizeth Chavez, Executive Administrative Assistant

Lizeth Chavez took attendance of Board Members; a quorum was present.

4. Introductions

A. Ana Quiles, Board President

Ana introduced herself to the new members.

B. Ruth Janka, Executive Director

Ruth introduced herself to the new members.

5. Public Input

Input was given by the public.

6. Executive Session

M/S/C (A. Rodriguez/C. Wang) To enter Executive Session to discuss Administrative Affairs at 6:58 pm.

M/S/C (A. Rodriguez/C. Wang) To exit Executive Session at 7:49 pm.

7. Consent Items

A. Approval of Agenda

The Committee agreed an Executive Session should be added to the Agenda as Item 6. It was also suggested to move Item 8E.4 FY 2023-2024 Board vs. Expenditures into Item 15 Executive Committee Items.

M/S/C (A. Rodriguez/C. Wang) To approve the Agenda as amended.

B. Approval of June 14, 2023, Board Meeting Minutes

M/S/C (C. Blin/A. Ramirez) To approve the Minutes as presented.

8. Committee Action Items

A. Approval of Draft FY23-24 Critical Calendars for Vendor Advisory Committee, Executive Committee (revised), and Board of Trustees - Ana Quiles

M/S/C (G. Alvarado/B. Gatus) To approve the changes to the Critical Calendar.

B. Consumer Services Committee – Rosie Sigala

1. Approval of Amendment to NLACRC Service Standards – Case Finding and Public Information Service Standard

M/S/C (R. Sigala/G. Alvarado) To approve the amendment to the NLACRC Service Standards.

C. Administrative Affairs Committee – Brian Gatus

1. Approval of Contracts

Brian presented seven contracts to the Board to review and approve

a. PathPoint PL2205-076 – New Vendorization

Lety expressed concern about timecards being submitted by the family and asked what provisions were in place if SLS vendors were not required to submit. Brian stated that payments were sent based on the data submitted. If an audit were required, then the timecards would be reviewed. NLACRC has too much volume to review all of them, but EVC Electric Verification Services are required to implement for home services and are graded into all service contracts.

b. Strategic Concepts LS PL2201-076 – New Vendorization

No comments or questions.

c. AAA Home Care PL2193-896 – New Vendorization

No comments or questions.

d. ABA Therapy 612 – New Vendorization, U&C Rate

Rocio stated in the past, they were told that the vendor agencies staff for all services, but now they are finding out that there isn't staff. Brian stated that they are committed to building capacity in those service areas, and they have hiring expectations to expand in order to meet consumer needs. There is a mechanism that allows NLACRC to obligate service. Check-ins are scheduled with the vendor in order to stay up to date.

Rocio asked why Antelope Valley was not included. Brian stated they may not have expanded service into that region yet.

George suggested they look for different vendors and options.

Lillian stated that they would be exempt from EVV. Vivian stated that EVV was a federal requirement for independent living skills and applications for personal care, in-home respite, daycare, etc. Some exemptions under self-determination comply with EVV.

e. ABA Therapy 615 – New Vendorization, U&C Rate

Brian stated they are seeking to add a provision to Vendorization so that every worker must turn in a timesheet. Providers are expected to keep records for delivery of services that are signed by the family and confirmed by the family rather than just unquestioningly paying providers if they are not providing services. This is also important information for random audits that might arise. Brian suggested the information then be sent to Consumer Services or Admin Affairs to vet the process.

Ruth advised that the issue of vendors using a visit verification system, whether electronic or manual, as a matter of policy (versus requirement for certain service types), should be sent to the Vendor Advisory Committee. It was noted that each vendor must have a tracking system to demonstrate delivery of service in the event of an audit.

f. Cicecki, Jibid PL2192-672 – New Vendorization, U&C Rate

No comments or questions.

g. Softchoice Microsoft Licensing Agreement

M/S/C (L. Martinez/B. Gatus) to approve all seven contracts as presented in Items 8A - 8G.

M/S/C (A. Ramirez/C. Blin) to put the Softchoice Microsoft Licensing Agreement into operation.

D. Government & Community Relations Committee – Ana Quiles

There was no meeting.

E. Executive Committee – Ana Quiles

1. AB 1147 Letter of Support

M/S/C (L. Garcia/G. Alvarado) to approve the Letter of Support.

2. Proposed Primary Activities for FY23-24 – Board

M/S/C (A. Ramirez/L. Garcia) to approve the Primary Activities presented.

3. FY 2022-23 Board vs. Expenditures

M/S/C (N. Abrahms/G. Alvarado) to approve the expenditures.

4. FY23-24 Board Goals

M/S/C (L. Garcia/A. Ramirez) to approve the Executive Committee to present to the Board at their next meeting.

Action Item: The Committee will present a concise list of goals at the next Board meeting, including primary goals, public relations goals, education families' goals, and employment and retention goals.

- F. Vendor Advisory Committee – Suad Bisogno
This item was deferred to the next Board meeting.

9. Executive Director's Report - Ruth Janka

Ruth presented the Executive Director's Report, for a detailed report, see Attachment #4.

Legislation

NLACRC Executive Committee has voted to submit a Letter of Support for AB1147 (Addis) - Disability and Accountability Act of 2023. The bill is currently in the Senate Appropriations Committee and, upon amendment, has been met with significant support in the legislature.

State/Local Updates

Updates for the Quality Incentive Program, Self-Determination Program, and Regional Center Performance Measures Program were given to the Board. Ruth noted that language changes had been made to the Trailer Bill.

ARCA

The ARCA Board of Directors reviewed the Financial Statement, Annual Report, Strategic Plan, and Strategic Priorities.

SCDD

The SCDD group accepted recommendations for the Cycle 46 Committee to provide grants.

Center Operations

Ruth provided an update on recruitment, retention, tuition reimbursement programs, provider community engagement, Vended Advocacy Assistance Services, Social Recreation additional awardees, ADA requirements, the Employment Support pilot program, DDS, Quality Assurance, and NLACRC's Inclusion, Equity and Diversity Initiative.

Action Item: Discussion of the Executive Director's Report will be added to the next Admin Agenda.

10. Self Determination Program (SDP) – Gabriela Eshrati

A. SDLVAC Liaison June Report

Gabriela reviewed the SDLVAC Report as presented in the packet. For a detailed report, see Page 72 in the packet.

Action Item: The Provider's List will be updated for the next meeting. (Gabby)

B. Next Meeting

The next Self-Determination Local Advisory Committee Meeting will be August 17, 2023, at 6:30 pm.

11. Administrative Affairs Committee – Brian Gatus

Brian reviewed the information as presented in the packet.

A. Minutes of the July 27, 2023, Meeting – *deferred*

B. FY2022-2023 Financial Report

C. Q4 HR Report

D. Monthly Human Resources Report – June 2023

E. Monthly Human Resources Report – July 2023

F. Next Meeting: September 28, 2023, at 6:00pm

12. Association of Regional Center Agencies - Lety Garcia

Lety reviewed the information as presented in the packet.

A. June ARCA Liaison Report

i. ARCA Board of Directors Meeting Minutes

ii. ARCA Board of Delegates Agenda Review

iii. ARCA Draft Strategic Plan and Strategic Priorities

iv. ARCA Annual Report

v. ARCA AB 1147 Letter of Assemblyperson Addison

B. Next Meeting: August 17, 2023, at 10:00am

13. Consumer Advisory Committee

The information was reviewed as presented in the packet.

A. Minutes of the June 7, 2023, Meeting

B. Updated CAC Flyer for FY 23-24

C. Next Meeting: September 6, 2023, at 3:00pm

14. Consumer Services Committee – Rosie Sigala

Rosie reviewed the information as presented in the packet.

- A. Minutes of the June 7, 2023, Meeting
- B. Next Meeting: September 20, 2023, at 6:00pm

15. Executive Committee – Ana Quiles

Ana reviewed the information as presented in the packet.

- A. Minutes of the July 27, 2023, Meeting - *deferred*
- B. Succession Plan
- C. Public Input Community Concerns
- D. Executive Director Evaluation Process Update
- E. Approval of Advanced Behavioral Pathways FY23-24 Service Agreement
- F. Approval of 2021 990 Form
- G. Next Meeting: August 30, 2023, at 6:00pm.

16. Government & Community Relations

- A. Next Meeting: August 16, 2023, at 6:00pm

17. Nominating Committee - Lillian Martinez

- A. Next Meeting: August 16, 2023, at 6:00pm.

18. Post-Retirement Medical Trust Committee – Ana Quiles

- A. Minutes of the July 27, 2023, Meeting - *deferred*
- B. Next Meeting: January 25, 2024, at 5:30pm.

19. Strategic Planning Committee- Lety Garcia

- A. Minutes of August 7, 2023, meeting - *deferred*
- B. Next Meeting: November 6, 2023, at 6:00pm

20. Vendor Advisory Committee – Suad Bisogno

Suad reviewed the information as presented in the packet.

- A. Minutes of the June 1, 2023, Meeting
- B. Minutes of the August 3, 2023, Meeting – *deferred*
- C. Committee Priorities & Goals

Action Item: The VAC Committee will finalize their goals for presentation to the Board at the next Board meeting.

- D. Next Meeting: September 7, 2023, at 9:30am

21. Old Business/New Business

Ana reviewed the information as presented in the packet.

- A. Board and Committee Meeting Attendance Sheets
- B. Board and Committee Meetings Time Report
- C. Updated Acronyms Listing
- D. Meeting Evaluation Form

22. Announcements/Information/Public Input

- A. Next Meeting: Wednesday, September 13, 2023, at 6:30 p.m.
- B. Public Meeting Attendance
- C. SDP Independent Facilitator Round Table, August 10, 2023, at 2:00pm
- D. ARCA - Family Support Services Webinar \ Seminario web en servicios de apoyo para la familia, August 10, 2023, at 2:00pm
- E. Parents of Adult Consumers Support Group, August 16, 2023, at 6:30pm
- F. Virtual Aprendiendo Entre Nos/Learning Amongst Us, August 17, 2023, at 10:00am
- G. SLS Orientation August 17, 2023, at 3:00 pm
- H. Self Determination Local Advisory Committee Meeting, August 17, 2023, at 6:30pm
- I. Orientaciones de autodeterminación, August 21, 2023, at 9:00 am
- J. Filipino Support Group, August 21, 2023, at 6:30 pm
- K. Transition from Early Intervention to Preschool Programs in the Antelope Valley School Districts, August 22, 2023, at 9:00am
- L. "Diferente Maneras de Pensar, Diferente Maneras de Aprender" "Different Thinkers, Different Learners", August 22, 2023, at 10:00am
- M. Transición del Programa de Intervención Temprana al Preescolar en los Distritos Escolares del Valle del Antilope, August 22, 2023, at 10:30 am
- N. Support Group for Self Determination Program at NLACRC - Grupo de apoyo de NLACRC para el programa de autodeterminación, September 6, 2023, at 4:30pm
- O. Black & African American Support Group, September 6, 2023, at 6:30pm
- P. Self-Determination Orientation, September 11, 2023, at 9:00am

Action Item Review

- A. The Committee will present a concise list of goals at the next Board meeting, including primary goals, public relations goals, education families' goals, and employment and retention goals.
- B. Discussion of the Executive Director's Report will be added to the next Admin Agenda.
- C. The Provider's List will be updated for the next meeting. (Gabby)
- D. The VAC Committee will finalize their goals for presentation to the Board at the next Board meeting.

Public Input

Public Information regarding Respite was shared with those present.

A consumer commented that monitoring ILS service hours is an issue. Without signatures on the timesheets and summaries, it is not clear how the hours are being spent.

The Board was thanked for supporting AB1147.

It was noted that New Horizons used to have paperwork with their IL staff, but now it uses an electronic sign-in via phone.

23. Adjournment

Ana Quiles, Board President, adjourned the meeting at 8:45 p.m.

Submitted by:

() Lilliana Windover*

Executive Administrative Assistant

() The majority of these minutes are taken from the Minutes Service submission and reviewed/edited as presented herein by NLACRCCRCCRC staff.*

**Minutes of Regular Meeting
of
North Los Angeles County Regional Center
Board of Trustees**

The Board of Trustees of North Los Angeles County Regional Center, Inc., a nonprofit corporation, held their regular board meeting via Zoom on **October 11, 2023**

Trustees Present

Ana Quiles
Rosie Sigala
Leticia Garcia
Curtis Wang
Sharmila Brunjes
Jenifer Koster
Andrew Ramirez
Brian Gatus
Vivian Seda
George Alvarado
Lillian Martinez
Anna Hurst
David Coe
Alma Rodriguez
Michael Costa

Guests Present

Richard Dier - SDLAC
Lori Walker – SDLAC
Xochitl Gonzalez – DDS
Christine Bagley – DDS
Fernando Gomez - ICC
Chris Whitlock
Azucena Bustillos
Daisy Medina
Bill Abramson
MJ Gentry
A. Dunbar
S. Gutierrez
M. Mitchell
Yenny
Minutes Services

Staff Present

Ruth Janka
Vini Montague
Liliana Windover
Cristina Preuss
Monike Paz
Parita Burmee
Gabriela Eshрати
Evelyn McOmie
Malorie Lanthier
Kimberly Visokey

Trustees Absent

Suad Bisogno

Minutes Services was not added to the call until after Executive Session.

- 1. Call to Order & Welcome** – Ana Quiles, Board President
- 2. Housekeeping**
 - A. Spanish Interpretation Available
 - B. Public Attendance
 - C. Monthly Submission for Childcare/Attendant Care Billing
 - D. Board Members review the center’s Whistleblower Policy and sign the acknowledgement
- 3. Board Member Attendance** – Monike Paz, Administrative Assistant
Monike Paz took attendance of Board Members; a quorum was present.
- 4. Introductions**
 - A. Angela Gardner, President, Workforce Development Solutions
- 5. Public Input & Comments**
- 6. Consent Items**
 - A. Approval of Agenda

B. Approval of August 9, 2023, Board Meeting Minutes - deferred

C. Approval of September 13, 2023, Board Meeting Minutes

7. Executive Session

A. Personnel

M/S/C (/) To enter the Executive Session at 6:53 pm.

M/S/C (D. Coe/B. Gatus) To exit the Executive Session at 7:53 pm.

8. Presentation of DDS Contract for FY23-24 – Vini Montague

9. Committee Action Items

A. Executive Committee - Ana Quiles

1. Approval of CRP for Michael Costa

B. Consumer Services Committee - Rosie Sigala

1. Approval of Revised Critical Calendar for FY 2023-24

Minutes Services was added to the call.

C. Administrative Affairs Committee – Brian Gatus

1. Approval of Contracts – Vini Montague

Vini Montague presented the contracts as presented in the packet.

a. Peace Living PL2195-605

M/S/C (A. Ramirez /G. Alvarado) To approve the Peace Living contract.

b. CN PL2175-707

M/S/C (G. Alvarado/A. Ramirez) To approve the CN contract.

c. Butterfly Effect PL2169-612

d. Butterfly Effect PL2170-615

M/S/C (B. Gatus/J. Koster) To approve the Butterfly Effect contracts.

e. My Valley Community Services HL1057-520

M/S/C (G. Alvarado/A. Ramirez) To approve My Valley Community Services contract.

- f. My Valley Community Services PL2209-076
- g. Buildability PL2216-076
- h. Creative Minds PL2225-076
- i. The Adult Skills Center PL2223-076

M/S/C (G. Alvarado/L. Martinez) To approve the My Valley Community Services, Buildability, Creative Minds, and Adult Skills Center contracts.

- D. Vendor Advisory Committee – Suad Bisogno
 - 1. Approval of Priorities Issues for FY 2023-24

M/S/C (G. Alvarado/J. Koster) To approve the VAC Priorities.

- 2. Visit Verification for In Home Services Proposal

Ana Quiles stated that VAC had reviewed a request from the Board about implementing a visit verification. VAC prepared some concerns and potential ideas. She recommended forwarding the VAC comments to CSC for review. Leticia Garcia noted this could be a financial issue for some vendors, which should be considered in discussions.

M/S/C (G. Alvarado/L. Garcia) To forward the response from VAC to CSC for consideration.

- E. Strategic Planning Committee - Leticia Garcia
 - 1. Annual Update on NLACRC’s Strategic Plan

10. Additional Action Items

- A. Amend Board of Trustees FY23-24 Critical Calendar

M/S/C (G. Alvarado/C. Wang) To approve the revised Critical Calendar.

11. Executive Director's Report - Ruth Janka

Ruth Janka reviewed the report as presented in the packet. Highlights include:

Bill AB1147 was put into action as a 2-year bill. In January 2024, action can be taken on the bill, meaning it can be amended.

Bill 138 could make changes to the Lanterman Act, including around emergency care. One section of the bill requires Regional Centers to make decisions within the 15-day intake period based on the belief of the existence of a disability. If someone is not eligible, a notice of action will be prepared. Those determined not eligible will receive a written notice and

have appeal rights.

In Center operations at NLACRC, one of the top retention strategies is connections, so the Center is seeking to increase staff connection to each other and the organization. The Center installed coffee machines in each office to demonstrate staff appreciation, however it has also increase staff communication and connection with one another. Mini markets, offering lower-cost food and beverage items for staff, have also been added to each office to provide support. Additionally, quarterly overtime was implemented for up to 40 hours for hourly staff, as an additional support and retention strategy.

Kimberly Visokey, Executive Administrative Assistant, and Monike Paz, Administrative Assistant, were introduced to the Board.

Deputy Director interviews were conducted, and they are now waiting for responses.

Tuition reimbursement was launched at NLACRC for \$30,000 over 3 years with a commitment of working at NLACRC for every year reimbursed.

State-wide Implicit Bias Training was not required for NLACRC as their training was approved by DDS, though leadership will be asked to take the training in order to understand what the rest of the state was receiving.

Independent Family Satisfaction Surveys were still being conducted through October 23, 2023, via phone interview and text links.

- 12. Self-Determination Program (SDP) Report** – Gabriela Eshrati
Ana Quiles reviewed the information as presented in the packet.
 - A. SDLVAC Liaison September Report
 - B. Next Meeting: October 1, 2023, at 6:30 pm
- 13. Association of Regional Center Agencies** - Leticia Garcia
Ana Quiles reviewed the information as presented in the packet.
 - A. ARCA Liaison Report
 - B. Next Meeting: October 19-20, 2023
- 14. Administrative Affairs Committee** – Brian Gatus
Ana Quiles reviewed the information as presented in the packet.
 - A. Minutes of the September 28, 2023, Meeting - *deferred*
 - B. Next Meeting: November 30, 2023, at 6:00pm
- 15. Consumer Services Committee** – Rosie Sigala
Ana Quiles reviewed the information as presented in the packet.

- A. Minutes of the September 20, 2023, Meeting
- B. DDS Purchase of Service (POS) Annual Report for FY 2021-22
- C. Next Meeting: November 15, 2023, at 6:00pm

Mr. George, Chair of the CAC, and Juan, member of the CAC, expressed concern about delayed arrival and pickup on AV routes and about Metro not being able to pick up associates. This was reported by one individual, but he had stated it was a widespread issue in the area of either having late transportation or the transportation passing them by.

Mr. George also requested training in how to report abuse. At other agencies, individuals had spoken out about harassment or mistreatment, but it was never properly reported. Some individuals may not know they are being taken advantage of, so providing training for them could make them more aware.

Ana Quiles stated they could consider partnerships with transportation. Rosie Sigala stated there was a new program called Freedom which was a free transportation resource that reimburses volunteer drivers throughout the county. Ana Quiles stated they will also consider ways that families can advocate for themselves.

Action Item: Potential transportation partnerships and family advocacy education options will be investigated.

16. Executive Committee – Ana Quiles

Ana Quiles reviewed the information as presented in the packet.

- A. Minutes of the September 28, 2023, Meeting - *deferred*
- B. Approved Gittelson Inc. PL2212-785 contract on behalf of the Board.
- C. Assigned Proposed Service Provider Visit Validation Vendorization Requirement for in-home services to VAC.
- D. Next Meeting: October 26, 2023, at 6:00 pm

Ana Quiles stated they needed to establish a Negotiating Committee in order to review ED information.

Leticia Garcia stated they missed their ED Deadline according to the Critical Calendar. Ana Quiles stated that they have a commitment for the following week to discuss this topic with Vini Montague.

Action Item: A Negotiating Committee meeting will be held the following week to address ED.

17. Government & Community Relations – David Coe

- A. Next Meeting: October 18, 2023, at 6:00 pm.

David Coe stated the upcoming meeting was replaced with Legislative Training. He stated losing the meeting would be detrimental to the committee since they only host 5 meetings per year and suggested rescheduling. Ruth Janka suggested considering what online training is available or if they could record the training so that time from the committee was not used.

David Coe stated he would like to hold the committee meeting as listed in the packet and schedule. The training can be voluntary outside of the committee meeting.

Action Item: Staff will cancel the training scheduled during the Government & Community Relations meeting.

Ruth Janka stated they will amend the training plan.

M/S/C (B. Gatus/J. Koster) To amend the Training Plan.

18. Nominating Committee - Lillian Martinez

Ana Quiles reviewed the information as presented in the packet.

- A. Redacted Minutes of the August 15th Meeting
- B. Redacted Minutes of the August 21st Meeting
- C. Next Meeting: TBD.

19. Post-Retirement Medical Trust Committee – Ana Quiles

Ana Quiles reviewed the information as presented in the packet.

- A. Next Meeting: January 25, 2024, at 5:30 pm

20. Strategic Planning Committee- Leticia Garcia

Ana Quiles reviewed the information as presented in the packet.

- A. 4th Quarter Report on CIE/PIP Activities
- B. 4th Quarter Report on New Vendorizations
- C. 4th Quarter Health and Safety Exemption Report
- D. Next Meeting: November 6, 2023, at 6:00pm

Leticia Garcia stated an RFP for the next survey in November needed to be updated in the Critical Calendar. Ruth Janka stated this had already been approved and would be included in the agenda, Critical Calendar, and the next packet.

21. Vendor Advisory Committee – Suad Bisogno

Ana Quiles reviewed the information as presented in the packet.

- A. Minutes of the September 7th Meeting
- B. Minutes of the October 5th Meeting - *deferred*

C. Next Meeting: November 2, 2023, at 9:30 am.

22. Old Business/New Business

Ana Quiles reviewed the information as presented in the packet.

- A. Board and Committee Meeting Attendance Sheets
- B. Board and Committee Meetings Time Report
- C. Updated Acronyms Listing
- D. Meeting Evaluation Form – *emailed separately*

23. Announcements/Information/Public Input

- A. Next Meeting: Wednesday, November 8, 2023, at 6:30 pm
- B. Public Meeting Attendance
- C. Virtual Cafecito Entre Nos, October 12, 2023, at 11:00 am
- D. SDP Independent Facilitator Round Table, October 12, 2023, at 2:00 pm
- E. Orientaciones de Autodeterminación, October 16, 2023, at 9:00 am
- F. Parents of Adult Consumers Support Group, October 18, 2023, at 6:30 pm
- G. Virtual Aprendiendo Entre Nos/Learning Amongst Us, October 19, 2023, at 10:00 am
- H. SLS Orientation, October 19, 2023, at 3 pm
- I. Self Determination Local Advisory Committee Meeting, October 19, 2023, at 6:30 pm
- J. "Diferente Maneras de Pensar, Diferente Maneras de Aprender" "Different Thinkers, Different Learners", October 24, 2023, at 10:00 am
- K. Cultivar y Crecer, October 27, 2023, at 6:30 pm
- L. Support Group for Self Determination Program at NLACRC - Grupo de apoyo de NLACRC para el programa de autodeterminación, November 1, 2023, at 4:30 pm
- M. New Consumer Orientation (Via Zoom), November 1, 2023, at 6:30 pm
- N. Black & African American Support Group, November 1, 2023, at 6:30 pm
- O. Self-Determination Orientation, November 6, 2023, at 9:00 am
- P. Early Start Family Orientation: Learn about the Early Start program, November 8, 2023 at 9:00 am
- Q. Orientación Familiar De Intervención Temprana, November 8, 2023, at 10:30 am

24. Adjournment

Ana Quiles, Board President, adjourned the meeting at 8:36 p.m.

Submitted by,
Minutes Services





**North Los Angeles County Regional Center
Board of Trustees**

Executive Director’s Performance Evaluation Timeline

Timeline	Action Items
August	<ul style="list-style-type: none"> - The Human Resources Leader will review with the Board President his/her responsibilities and the process surrounding the Executive Director’s performance evaluation.
September (Board Meeting)	<ul style="list-style-type: none"> - The Executive Director’s performance evaluation process and evaluation questions are reviewed with the board members. - The Board President will create a Negotiating Committee and provide the members’ names to the Human Resources Leader. - The Negotiating Committee will be comprised of three (3) members of the Executive Committee that includes the Board President, First Vice-President and/or immediate past President or another member of the Executive Committee.
October - November	<ul style="list-style-type: none"> - The Human Resources Leader and Chief Financial Officer will meet with the Board President and the Negotiating Committee to review the performance evaluation and compensation process.
October – January (Executive Committee Meeting)	<p>All eligible Board Members will have an opportunity to bring concerns/issues regarding any areas of performance in which the Executive Director needs to improve.</p> <p><u>“Needs Improvement” should only be used in the evaluation of the Executive Director if the following has occurred.</u></p> <ul style="list-style-type: none"> - The issue has been identified by a Board Member and documented in writing to the Board President or an elected officer. - The issue has been addressed at an Executive Session of the Executive Committee during the months between October to January.

	<ul style="list-style-type: none"> - The Executive Committee has confirmed that there is a need for improvement. - The Board President or designated member of the Executive Committee has met with the Executive Director regarding the performance deficit identified, the improvement needed, and any performance recommendations made by the Executive Committee; and - The Executive Director has been provided with a full performance review period to address the issue.
January	<ul style="list-style-type: none"> - The Negotiating Committee will request external compensation data from the Human Resources Leader.
February (Board Meeting)	<ul style="list-style-type: none"> - Executive Director Assessment will be made available by February Board Meeting for Board Members to complete. Completed evaluations are due by March Board meeting. - Board Members with less than 3 months of service do not complete evaluation forms. All other Board Members must complete an evaluation form. Failure to submit a signed evaluation to the Board President or their designee by the scheduled date will be treated as resignation from the Board, unless discussed with the Board President and there is agreement to grant an extension. - Executive Director can request to meet with the Negotiating Committee to discuss their contract and compensation if desired. - The Board President may include the Negotiating Committee when meeting with the Executive Director for the purpose of discussing any contract and/or compensation requests that need to be considered by the committee.
March (Board Meeting)	<ul style="list-style-type: none"> - Executive Director evaluation results are due to the Negotiating Committee by the March Board Meeting. Human Resources will retain all Executive Director evaluation forms and summaries. - Legal Counsel will meet with the Negotiating Committee to review Executive Director’s contract and compensation.
April (Executive Committee Meeting)	<ul style="list-style-type: none"> - The Human Resources Leader, Chief Financial Officer will meet with the Negotiating Committee to provide the compensation data for review and provide any requested additional information.

<p>May (Board Meeting)</p>	<ul style="list-style-type: none"> - The Negotiating Committee provides a summary of the compensation and/or contract changes (in Executive session). Legal Counsel will be present at the discretion of the Negotiating Committee to provide support as it relates to the Executive Director’s performance evaluation. The Executive session will be placed at the beginning of the Board meeting agenda.
<p>June</p>	<ul style="list-style-type: none"> - The Human Resources Leader will prepare the documentation necessary to process the Negotiating Committee’s compensation and/or contract changes as appropriate. - The Human Resources Leader will schedule a meeting with the Executive Director and provide the Board President with all required documents needed for the meeting (e.g., compensation, performance review information, employment contract changes, etc.). The Board President will decide whether they will discuss the evaluation with the Executive Director alone, or with the Negotiating Committee if they so desire. - Copies of all signed documents will be provided to the Human Resources Leader to allow for the timely processing of compensation information.

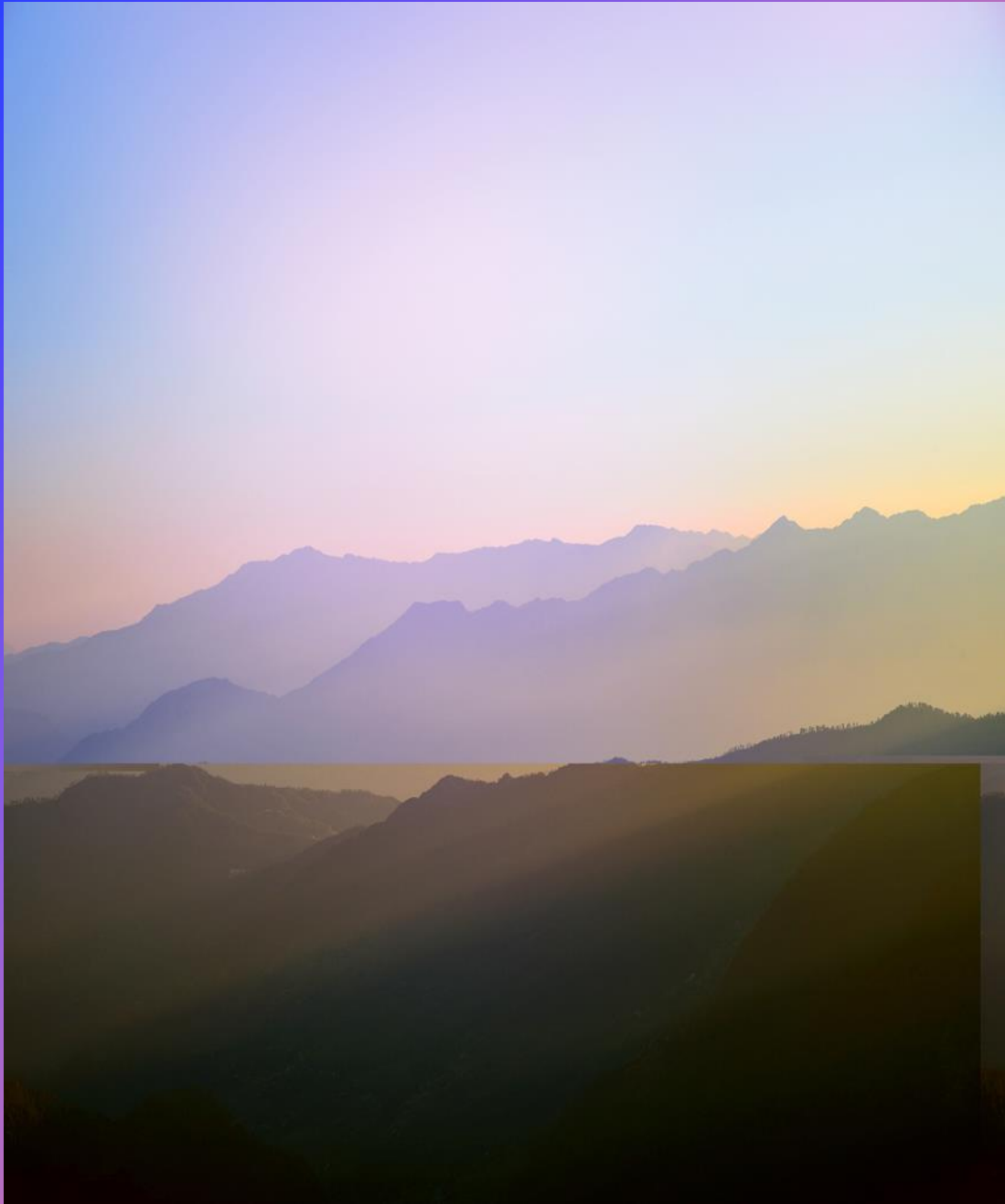


Executive Director Evaluation Board Source



Changes to Executive Director Evaluation Survey

- This year the ED Performance Evaluation will be completed via Board Source instead of paper evaluation
- The format will be different from paper form format we have used



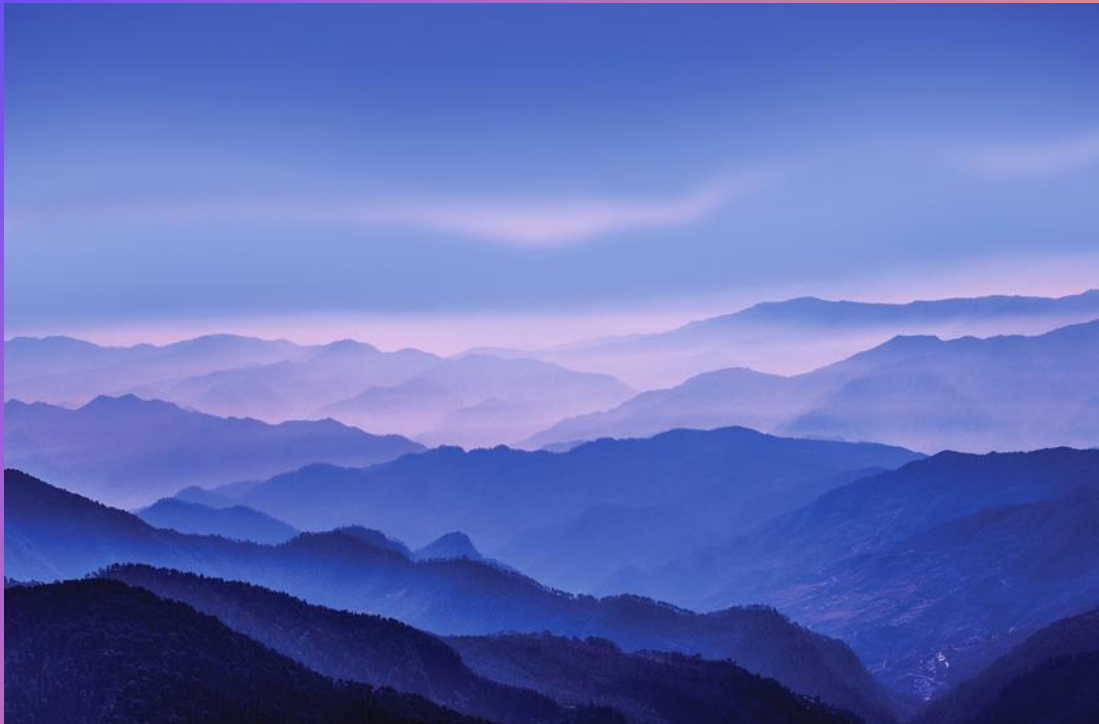
What is Board Source

- BoardSource supports more than 60,000 nonprofit board leaders from across the country each year
- BoardSource has more than 25 years of experience, provides leaders with a lot of tools and resources

Goals of Completing the Evaluation

- Assessing the Executive Director (ED) is one of the board's primary governance responsibilities and is critical to the success of the ED and to the organization as a whole
- Assessment benefits both the ED and the board by providing the opportunity to clarify expectations, set organizational goals, and improve opportunities or build on past success
- Assessment of the ED via Board Source gives board members the opportunity to provide feedback thereby helping to ensure that everyone shares common expectations for performance
- The ACE also includes a self-evaluation component





Evaluation Sections

Evaluation Questions:

- There are a total of four sections within the survey
- Total of 45 questions overall
- **Section 1: Annual Performance Goals (Customized goals from the Board can be added here)**
- **Section 2: Core Competencies for Nonprofit Chief Executives**
 - Section 2.1: Planning
 - Section 2.2: Administration
 - Section 2.3: Board Relations
 - Section 2.4: Financial Management
 - Section 2.5: Communications and Public Relations
- **Section 3: Personal Leadership Qualities**
 - Section 3.1 Leadership Skills
 - Section 3.2 Interpersonal Skills
- **Section 4: Accomplishments and Challenges** (all open-ended questions)

Rating Scale

You will be asked to rate the ED using a 5-point scale:

- indicating **"unsatisfactory"** (1)
- indicating **"needs improvement"** (2)
- indicating **"meets expectations"** (3)
- indicating **"exceeds expectations"** (4)
- indicating **"exceptional"** (5)





Survey Results

- Responses from board members will be aggregated and included in a summary report
- The ED's responses will be reported in a separate column so differences between the perceptions of the ED and board can be compared
- All comments recorded in the open-ended sections of the survey will be included in the summary report exactly as they were entered
- No personally identifiable information will be included in the final analysis



CEO Terminology

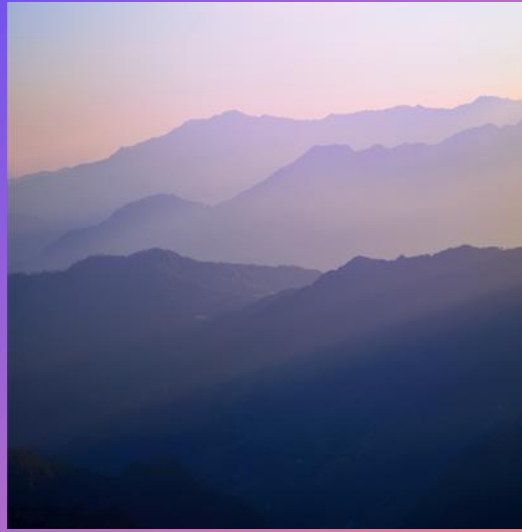
Board Source uses the term “chief executive” on the survey to refer to any nonprofit staff member who reports directly to the board, regardless of title (chief executive officer, executive director, president and CEO, etc.)





Evaluation

- Board Members will receive an email with the link to the survey
- It should take you 30 to 45 minutes to complete
- The survey does not need to be completed in one sitting. If you wish to exit the survey and return to complete it later, please complete all questions on the page you are on and click next page at the bottom
- When you wish to return to your survey, use the same link you were provided in your invite or reminder email, and you will be taken to the next blank page that needs to be completed
- The white bar at the top of the page will turn blue as you progress through the survey so that you can track your progress
- When you see “We thank you for your time spent taking this survey. Your response has been recorded”, you can feel confident that your survey has been successfully submitted
- Board Members can save the survey for their records



Evaluation

- The ED evaluations will be distributed for completion at the February Board meeting. Board members will have one month to complete the evaluation which is due by the March Board meeting.
- Failure to submit a signed evaluation to the Board President or their designee by the scheduled date will be treated as resignation from the Board, unless discussed with the Board President and there is agreement to grant an extension. The Board President will be available to help board members who ask for assistance.

Example

2.2 Administration

The chief executive has overall responsibility for the day-to-day operations of the organization. The chief executive works with staff to develop, maintain, and use systems and resources that facilitate the effective operation of the organization.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
2.2a Displayed a thorough knowledge of the organization's mission area and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2b Managed the organization efficiently on a day-to-day basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2c Managed the successful delivery of programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2d Recruited, developed, and retained the staff needed to implement the annual work plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2e Minimized risk by ensuring that appropriate and up-to-date organizational policies and procedures are in place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2f Ensured compliance with all legal and regulatory requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's performance on this core competency?

2.4 Financial Management

Ensuring that resources are managed wisely is especially important for a nonprofit organization operating in the public trust. The chief executive's role is to see that the organization's goals and strategic plan serve as the basis for sound financial management, that solid budgeting and accounting systems are in place, and that appropriate financial controls and risk-management strategies protect the organization's assets.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
2.4a Made sound financial decisions and recommendations based on a thorough understanding of the organization's overall financial picture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4b Allocated financial and human resources appropriately to achieve the organization's goals and objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4c Presented the annual budget and financial statements in a timely and accurate manner for review and action by the board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4d Implemented appropriate internal controls to protect the organization from fraud and abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's performance on this core competency?



Links

Test Assessment

- [Sample ACE Assessment](#)

Sample Result

- [Sample Report](#)

FAQ's

- [ACE FAQs](#)



+



o



.



THANK YOU

INTRODUCTION

This survey is designed to help you and your colleagues assess how well the chief executive is performing in several key areas. It should take you 30 to 45 minutes to complete. To encourage candor, responses from board members will be aggregated and included in a summary report. The chief executive's responses will be reported in a separate column so differences between the perceptions of the chief executive and board can be compared.

By conducting an assessment, the chief executive has the opportunity to receive the needed insight into his or her strengths, limitations, and overall performance. The assessment of the chief executive is an opportunity for the board to express support for the executive and strengthen his or her performance in the future. The consequences of failing to assess the chief executive can lead to mistrust, strained working relationships, ongoing poor performance, and even turnover.

The survey uses a 5-point rating scale based on the following definitions:

1 - Unsatisfactory 2 - Needs Improvement 3 - Meets Expectations
4 - Exceeds Expectations 5 - Exceptional NA / Don't Know

*** This assessment was developed by BoardSource in collaboration with Joshua Mintz and Jane Pierson of Cavanaugh, Hagan & Pierson (CHP), specifically to meet the needs of nonprofit organizations.*

Section One: Annual Performance Goals

Annual performance goals help the chief executive set direction and priorities, and serve to clarify expectations between the board and the executive.

The chief executive's annual goals can focus on organizational priorities (e.g., increasing public awareness of the organization or doubling the membership), leadership tasks that the executive has been charged with (e.g., reorganizing a specific department in the organization or increasing the number of public appearances on behalf of the organization), or professional development goals (e.g., appropriately delegating responsibility to other staff or improving personal communication skills).

The following performance goals were established for the chief executive of your organization. Please indicate whether the chief executive met your expectations in pursuing or achieving each of these goals.

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
Click to write statement 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Click to write statement 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Click to write statement 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Click to write statement 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Click to write statement 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Click to write statement 6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have specific comments about the chief executive's performance on these annual goals?

Please note that all comments will be included in the summary report as they were entered.

Section Two: Core Competencies for Nonprofit Chief Executives

While there is no single model for effective nonprofit leaders, a number of core areas of responsibility are essential for success. These competencies -- planning, administration, board relations, financial management, communications and public relations, and fundraising -- will be covered in this section. At the end of this section, you will also have an opportunity to include additional comments.

2.1 Planning

Preparing for the future is one of the most critical leadership responsibilities of the chief executive. Working with the board, the chief executive must develop a shared vision for the future of the organization, build understanding around the mission, and develop appropriate goals and strategies to advance that mission.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
2.1a In collaboration with the board, articulated a clear vision for the future of the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.1b Used the mission of the organization as a guide in making decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.1c Engaged the board in meaningful strategic thinking about the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.1d Developed appropriate goals and objectives to advance the mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.1e Effectively led the staff in implementing strategic objectives and annual goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's performance on this core competency?

2.2 Administration

The chief executive has overall responsibility for the day-to-day operations of the organization. The chief executive works with staff to develop, maintain, and use systems and resources that facilitate the effective operation of the organization.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
2.2a Displayed a thorough knowledge of the organization's mission area and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2b Managed the organization efficiently on a day-to-day basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2c Managed the successful delivery of programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2d Recruited, developed, and retained the staff needed to implement the annual work plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2e Minimized risk by ensuring that appropriate and up-to-date organizational policies and procedures are in place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2f Ensured compliance with all legal and regulatory requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's performance on this core competency?

2.3 Board Relations

Together, the chief executive and the board form the leadership team of the organization. Each arm of the team draws upon its own unique strengths and abilities. The chief executive and board have joint responsibility for developing and maintaining a strong working relationship and a system for sharing information that enables the board to effectively carry out its governance role.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
2.3a Maintained an effective working relationship with the board, characterized by open communication, respect, and trust	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.3b Working with the board chair, focused board meetings on topics of highest priority that needed board attention and involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.3c Provided board members with the appropriate information needed to support informed decision making and effective governance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.3d Engaged board members, collectively and individually, in understanding and making sense of the organization's environment, challenges, and potential	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's performance on this core competency?

2.4 Financial Management

Ensuring that resources are managed wisely is especially important for a nonprofit organization operating in the public trust. The chief executive's role is to see that the organization's goals and strategic plan serve as the basis for sound financial management, that solid budgeting and accounting systems are in place, and that appropriate financial controls and risk-management strategies protect the organization's assets.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
2.4a Made sound financial decisions and recommendations based on a thorough understanding of the organization's overall financial picture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4b Allocated financial and human resources appropriately to achieve the organization's goals and objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4c Presented the annual budget and financial statements in a timely and accurate manner for review and action by the board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4d Implemented appropriate internal controls to protect the organization from fraud and abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's performance on this core competency?

Please note, sharing or distributing this questionnaire without permission from BoardSource is a violation of copyright law.

2.5 Communications and Public Relations

The chief executive serves as a primary spokesperson and "public face" for the organization. This role has three major components: effectively promoting the organization, advocating for the mission and work of the organization, and building relationships with constituent or stakeholder groups critical to the success of the organization.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
2.5a Served as an articulate and effective spokesperson for the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.5b Served as a strong public advocate for the organization's mission and message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.5c Established and maintained positive relationships with individuals and groups that impact the success of the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's performance on this core competency?

2.6 Fundraising

The chief executive, in partnership with the board and appropriate staff, is responsible for developing and implementing fundraising systems and strategies that enable the organization to meet its financial development goals and carry out its programs and operations.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
2.6a Served as an effective fundraiser in the procurement of donated funds (includes individual, private, corporate, foundations, and other donations).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.6b Ensured that the organization developed appropriate fundraising strategies and policies for securing donated funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.6c Effectively involved the board in implementing the organization's fundraising program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.6d Motivated prospective donors by making a compelling case about the importance of the organization's work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's performance on this core competency?

Section Three: Personal Leadership Qualities

3.1 Leadership Skills

Beyond the core functional responsibilities of the chief executive, a number of additional leadership skills are important to the chief executive's success.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
3.1a A clear commitment to the organization's mission and values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.1b An ability to motivate and engage others in advancing the mission of the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.1c An ability to learn from the successes and failures of the past in planning for the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.1d A willingness to ask difficult questions and challenge organizational assumptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.1e An awareness of trends and information in the external environment that may impact the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.1f A sense of innovation and creativity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's leadership skills?

Please note, sharing or distributing this questionnaire without permission from BoardSource is a violation of copyright law.

3.2 Interpersonal Skills

Beyond the core functional responsibilities of the chief executive, a number of additional interpersonal skills are important to the chief executive's success.

Please indicate whether the chief executive met your expectations in the following areas:

	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Exceptional	NA/Don't Know
3.2a Effective problem-solving skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.2b Good judgment in decision making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.2c Effective communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.2d The ability to build trusting relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.2e The ability to balance diverging and competing points of view	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.2f The ability to accept constructive criticism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific comments about the chief executive's interpersonal skills?

Section Four: Accomplishments and Challenges

While the quantitative ratings in the previous sections provide an important snapshot of the board's assessment of the chief executive in key areas of responsibility and performance, this section of the survey provides an opportunity to include thoughts and insights about the chief executive that cannot be captured in numeric scores. Please answer the following open-ended questions

Assessing the Past

The following questions consider the overall achievements of the chief executive over the past year and will serve as the foundation for discussion between the board and chief executive.

4.1 What were the most significant achievements of the chief executive in the past year?

4.2 In the past year, what difficult issues did the organization face, and how did the chief executive address them?

4.3 Have any legal, ethical, or governance issues arisen with regard to the operations of the organization? How were these addressed?

Planning for the Future

While the majority of the questions in this assessment focus on past performance, the final questions look to the future. These questions will assist the board and chief executive in establishing the executive's performance goals and priorities for the upcoming year.

In thinking about the year ahead . . .

4.4 What are the two most important organizational priorities for the chief executive?

4.5 What are the two most important leadership tasks for the chief executive?

4.6 What are the two most important professional development goals for the chief executive?

If you wish to review or make edits to your responses, Please do so now.

Otherwise, you have reached the end of the survey.

Thank you for your participation!

If you have any questions about your assessment, please contact us at Assessments@BoardSource.org.

**BYLAWS
OF
NORTH LOS ANGELES COUNTY REGIONAL CENTER, INC.**

RESTATEMENT

ARTICLE VII

COMMITTEES

Section 1. Provision for Committees. The Regional Center shall have such committees as are provided for herein or as are designated by resolution adopted by a majority vote of the Board.

Section 2. Appointment of Committees. Except for the Executive Committee, the Vendor Advisory Committee, and the Consumer Advisory Committee, membership on committees shall be by appointment by the President with the advice and consent of the Board. All committee members must be Trustees, with the exception of the Consumer Advisory Committee, Post-Retirement Medical Trust Committee, Strategic Planning Committee, and Vendor Advisory Committee.

Section 3. Structure and Operation of Committees.

(a) All chairpersons of committees shall be appointed by the President unless otherwise specified in the Bylaws.

(b) No committee may speak for the Board as a whole or take action that may be binding upon the Board or the Regional Center without the expressed permission or authorization of the Board, except as otherwise provided for in these Bylaws.

(c) Minutes are to be kept of all committee meetings and kept on file at the principal office and posted on the Regional Center's website.

(d) Members may serve more than one (1) consecutive term on a committee.

(e) Committees of the Board shall be comprised of a minimum of three (3) Trustees except for the Consumer Advisory Committee, Post-Retirement Medical Trust Committee, Strategic Planning Committee, and Vendor Advisory Committee.

(f) The members of a committee provided for hereunder may participate in any meeting through the use of conference telephone, video conferencing, or other similar communications equipment. Participation in a meeting, through the use of conference telephone pursuant to this paragraph, shall constitute presence in person at such meeting as long as all members participating in such meeting can hear one another. Participation in a

meeting through use of electronic video screen communication or other communications equipment (other than conference telephone) pursuant to this paragraph, shall constitute presence in person at that meeting if all of the following apply:

- (1) Each member participating in the meeting can communicate with all of the other members concurrently.
- (2) Each member is provided with the means of participating in all matters before the committee, including, without limitation, the capacity to propose or to interpose an objection to a specific action to be taken by the committee.
- (3) The committee adopts and implements some means of verifying both of the following:
 - (a) A person participating in the meeting is a committee member or other person entitled to participate in the meeting.
 - (b) All actions of or votes by the committee are taken or cast only by the committee members and not by persons who are not committee members.

Section 4. Executive Committee.

(a) Composition. The Executive Committee shall consist of the duly elected officers and the most immediate past President still serving on the Board. The president shall be the chairperson.

(b) Authority and Duties. The primary purpose of the Executive Committee shall be to respond to matters of an urgent nature, which call for immediate action or commitment prior to the next scheduled meeting of the Board. In such matters, the Executive Committee shall have the full power and authority of the Board, except that the Executive Committee shall have no authority to adopt, amend or repeal Bylaws. The Executive Committee shall also have such power and authority to perform such other duties as the Board may from time to time determine or delegate. All business conducted by the Executive Committee on behalf of the Board shall be reported at the next meeting of the Board. The Executive Committee shall also have the power and authority to oversee the performance evaluation and negotiate contracts with the Executive Director of the Regional Center.

(c) Conduct of Business. A quorum shall be 50% of the Executive Committee. The Executive Committee may conduct its business in an informal manner except that the affirmative vote of a majority of committee members present at a duly called meeting shall be necessary to transact the business of the committee, except as provided in Subsection (d) of this Section 4. Members of the Board are invited to express their opinions to the Executive Committee and to attend any meetings of the Executive Committee.

(d) Action Without Meeting. Any action required or permitted to be taken by the Executive Committee under any provision of the California Corporations Code may be taken without a meeting, if all members of the Executive Committee shall individually or collectively consent, in writing, to such action. Such written consent or consents shall be filed with the minutes of the proceedings of the Executive Committee. All such business conducted by the Executive Committee on behalf of the Board shall be reported at the next meeting of the Board.

Section 5. Nominating Committee.

(a) Composition. The membership of the Nominating Committee shall consist of not less than four (4) members. The Nominating Committee members will elect their own chairperson. A quorum shall consist of 50% of the members of the Nominating Committee.

(b) Term of Members. The term of members shall be set at two (2) years, with not more than two (2) members of the Nominating Committee being replaced annually to provide for continuity.

(c) Duties. The duties of the Nominating Committee shall be to collect, categorize, screen, and keep on file at the principal office all applications submitted to the Regional Center for the Board designated business. These applications shall be kept confidential; only the Board President, Executive Director, Secretary, and members of the Nominating Committee (including the Vendor Advisory Committee representative) may have access to them.

(1) Selection of Board Members. The Nominating Committee shall have the responsibility to seek out and select qualified candidates for presentation and election as Trustees of the Regional Center, as provided for at Section 7 of Article IV of these Bylaws.

(2) Selection of Officers. The Nominating Committee shall present a slate to the Board for the office of President, First Vice President, Second Vice President, Secretary, Treasurer, ARCA delegate and ARCA alternate, as provided for at Section 2 of Article V of these Bylaws. In the event of a vacancy occurring in any office during a term of office, the Nominating Committee shall present to the Board its recommendation for a person or persons to fill the vacancy.

(3) Selection of Vendor Advisory Committee Members. The Nominating Committee shall submit to the Board a slate of providers to be elected to the Vendor Advisory Committee by the Board at its regularly scheduled June meeting.

(4) Selection of Consumer Advisory Committee Members. The Consumer Advisory Committee shall be composed of adult consumers who reside in the regional center's catchment area and participate in five (5) Consumer Advisory Committee meetings during any 12-month period.

Section 6. Consumer Services Committee.

(a) Composition. The Consumer Services Committee shall select its chairperson. A quorum shall consist of 50% of the members of the Consumer Services Committee.

(b) Term of Members. The term of members shall be set at one (1) year.

(c) Duties. The duties of the Consumer Services Committee shall be to review and recommend standards and policy consistent with the needs of Regional Center consumers with regard to:

- (1) Regional Center services such as consumers' rights, case management, intake, assessment, and community development.
- (2) Services provided by agencies outside the Regional Center.

Section 7. Government and Community Relations Committee.

(a) Composition. The Government and Community Relations Committee shall select its chairperson. A quorum shall consist of 50% of the members of the Government and Community Relations Committee.

(b) Term of Members. The term of members shall be set at one (1) year.

(c) Duties. The duties of the Government and Community Relations Committee shall be to:

- (1) Review any pending legislation pertinent to people with developmental disabilities and to coordinate contacts with legislators representing the catchment area or responsible for introducing, reviewing or acting upon legislation affecting the segment of the population served by this Regional Center; and
- (2) To inform and educate the diversified communities served by the Regional Center as to the purposes, policies and operational procedures of the organization; and to serve as a clearing-house for all public awareness forums.

Section 8. Administrative Affairs Committee.

(a) Composition. The Treasurer shall be the chairperson. A quorum shall consist of 50% of the members of the Administrative Affairs Committee.

(b) Term of Members. The term of members shall be set at one (1) year.

(c) Duties. The duties of the Administrative Affairs Committee shall be to review and monitor contract obligations; review and monitor the budget; report expenditures to the Board; recommend policy in personnel matters regarding hiring, salaries, retention and related issues; and recommend policies affecting other areas of administrative services.

Section 9. Vendor Advisory Committee.

(a) Composition. The membership of the Vendor Advisory Committee shall consist of not more than eighteen (18) members. It shall be composed of persons representing a wide variety of the various categories of providers from which the Regional Center purchases consumer services including the disabilities served by the Regional Center. The Trustee designated to the Board by the Vendor Advisory Committee shall serve as chairperson. A quorum shall consist of 50% of the members of the Vendor Advisory Committee.

(b) Election and Term of Members. The members of the Vendor Advisory Committee shall be elected by the Board and shall each serve a term of three (3) years. Such term shall commence on July 1 of the year in which a member is elected unless the member has been elected to fill a vacancy as provided for herein. If a vacancy occurs on the Vendor Advisory Committee, the Nominating Committee shall recommend a replacement to the Board as a whole who shall then elect the replacement by a majority vote. In the event a member has been elected to fill such vacancy, the term shall commence upon election or as otherwise provided by the Board and shall continue for the balance of the regular term subject to such vacancy. No member shall serve on the Vendor Advisory Committee for more than six (6) consecutive years. An individual who has served six (6) consecutive years shall not be eligible to again serve as a member of the Vendor Advisory Committee for a period of twelve (12) months. If an individual who resigns from the Vendor Advisory Committee prior to the expiration of his or her term is re-appointed to the Vendor Advisory Committee in less than twelve (12) months, his or her prior months/years served on the Vendor Advisory Committee shall be considered part of the person's term.

(c) Duties. The duties of the Vendor Advisory Committee shall be to provide advice, guidance, recommendations, and technical assistance to the Board to assist the Board in carrying out its mandated duties. The Vendor Advisory Committee shall designate one (1) of its members to serve as a member of the Board.

Section 10. Consumer Advisory Committee.

(a) Composition. The Consumer Advisory Committee shall be composed of adult consumers who reside in the regional center's catchment area and participate in five Consumer Advisory Committee meetings during any 12-month period.

(b) Election of Committee Chair. The Consumer Advisory Committee chair shall be ~~a member of the Board of Trustees and elected by the Board of Trustees, elected by the committee.~~ The term of office shall be one year with no limitations on the number of terms. ~~However, the Nominating Committee should give consideration to alternating their nomination for the position among eligible board members. Election of the committee chair will occur at the time of the regular board elections. The Nominating The Committee committee will also recommend the nomination of -elect~~ a vice-chair.

(c) Duties. The duties of the Consumer Advisory Committee shall be to provide the Center's Board of Trustees with recommendations on legislation or services and supports provided by the center or other publicly funded entities.

(d) Board Liaison. ~~The Board of Trustees may appoint a liaison to attend committee meetings for the purpose of attending and participating in monthly committee meetings, facilitating communication between the committee and the Board of Trustees on a monthly basis and completing a monthly CAC Liaison Report for the board. The Board Liaison must be an individual served by NLACRC, and the board should give consideration to alternating the liaison position amongst eligible board members from year to year.~~

Formatted: Normal, Indent: First line: 0.5", Space Before: 0 pt

Section 11. Strategic Planning Committee

(a) Composition. The Strategic Planning Committee shall be consistent with requirements found in the Lanterman Developmental Disabilities Services Act for regional centers when convening any task force or advisory group. As such, the Strategic Planning Committee may have members who are or who represent primary consumers, family members, service providers, the State Council, and staff. The Strategic Planning Committee should have not less than twelve (12) or more than sixteen (16) members, of which a minimum being 60% board members. The chairperson is selected by the members of the committee. The board president, with the advice and consent of the Board of Trustees, shall appoint committee members. A quorum shall consist of 50% of the members of the Strategic Planning Committee.

(b) Duties. The Strategic Planning Committee is charged with providing advice in the development and implementation of the Regional Center's annual performance contract, the objectives contained therein, and recommendations to the Board of Trustees on adopting and modifying goals and objectives contained in the contract. The committee may advise to the Board of Trustees on developing a long-range resource development plan and participate in the strategic planning of types of services needed. The Strategic Planning Committee may identify gaps in the service delivery system, including generic agencies, and recommend alternatives to close these gaps, such as systems advocacy, legislation, or interagency coordination. At the direction of the Board, the Strategic Planning Committee may be charged with developing recommendations for the Board's consideration in other areas, such as housing or other activities that may require the Regional Center to utilize a community forum for input.

ASSOCIATION OF REGIONAL CENTER AGENCIES, INCORPORATED

MEMBERSHIP APPLICATION AND AGREEMENT

THIS MEMBERSHIP APPLICATION AND AGREEMENT is made by and between the ASSOCIATION OF REGIONAL CENTER AGENCIES, INCORPORATED ("ARCA") and the undersigned Regional Center (hereinafter "REGIONAL CENTER").

WHEREAS, ARCA is a nonprofit public benefit corporation organized and existing under the laws of the State of California. The principal office for the transaction of business of ARCA is located in the State of California.

WHEREAS, ARCA exists to promote, support, and advance Regional Centers in achieving the intent and mandate of the Lanterman Developmental Disabilities Services Act ("Lanterman Act") in providing community-based services that enable individuals with developmental disabilities to achieve their full potential and highest level of self-sufficiency.

ARCA and the undersigned REGIONAL CENTER hereby agree as follows:

1. **MEMBERSHIP.** ARCA has no statutory voting members. All members of ARCA are non-voting members. Each ARCA member has two directors on the Board of Directors ("Board"). Membership in ARCA, and thus representation on the Board, is conditioned upon REGIONAL CENTERS signing of and complying with this Agreement, paying any required dues, fees and assessments, and ARCA's approval.
2. **QUALIFICATION.** By signing below, REGIONAL CENTER agrees that it is a "regional center" as described in the Lanterman Act and is therefore qualified to become a member of ARCA as described in the ARCA bylaws.¹
3. **DUES, FEES, AND ASSESSMENTS.** REGIONAL CENTER agrees to pay to ARCA such dues, fees, and/or assessments as are established from time to time by the Board of Directors of ARCA, if any. Dues, fees, and/or assessments paid by REGIONAL CENTER are not refundable upon withdrawal of this application, or upon resignation or termination/expulsion from membership.
4. **TERM.** If REGIONAL CENTER is approved by ARCA, this Agreement shall become effective on the date a signed copy is received by ARCA and shall terminate upon written notice of resignation by REGIONAL CENTER to ARCA, or by ARCA's termination of the membership pursuant to the procedures in ARCA bylaws (termination or expulsion). If membership is not resigned or terminated, and the member is not suspended or expelled, the membership shall continue indefinitely upon timely payment by REGIONAL CENTER of any required dues, fees, and/or assessments set by the Board and compliance with this agreement and any other requirements established by the Board.
5. **BYLAWS, POLICIES AND PROCEDURES.** REGIONAL CENTER hereby accepts and consents to be bound by, and promises and agrees to fully comply with, ARCA's Bylaws and all policies and procedures adopted by ARCA's Board of Directors which are now in effect or may be adopted later and as amended from time to time.

¹ Any "Regional Center" (as defined in the Lanterman Developmental Disabilities Services Act) within the State of California may be admitted to ARCA as a non-voting member. All members are admitted to membership on condition of signing any required membership application/agreement (which includes agreeing to comply with these Bylaws and any policies and procedures adopted by the Board), and the payment of such dues, fees, and assessments as shall be established by the Board.

6. BOARD MEETING PARTICIPATION. The undersigned REGIONAL CENTER agrees to bear the cost of participation by their Board representatives at Board meetings, including but not necessarily limited to travel (travel accommodations, mileage or airfare), lodging, meals, disability-related support needs, etc.

7. TERMINATION/SUSPENSION/EXPULSION. Pursuant to the ARCA bylaws, membership terminates automatically if a member resigns, or if the member entity dissolves, or if required dues, fees, or assessments are not timely paid. The bylaws further provide that after a fair procedure, a member may be suspended or expelled from membership upon a finding by the Board that the member has failed in a material and serious degree to comply with ARCA's Articles of Incorporation, bylaws, policies, procedures, or any law applicable to ARCA and its members, or has engaged in conduct materially and seriously prejudicial to the purposes and interests of ARCA.

8. NOTICES. All notices to be given under this Agreement shall be considered delivered when deposited in the U.S. Mail or with an express mail service, postage prepaid, to the parties addressed as follows:

ARCA

REGIONAL CENTER: (please fill in street address

980 9th Street, Suite 1450

Sacramento, CA 95814

9. SEVERABILITY. Should any portion of this Agreement be determined to be unlawful, and provided that such portion of this Agreement is severable, it shall be eliminated from this Agreement and the other provisions of this Agreement shall continue in effect.

10. ASSIGNMENT. This Agreement shall not be assignable by either party without the prior written consent of the other party.

11. MEDIATION/ARBITRATION FOR DISPUTES. By signing this Agreement, the REGIONAL CENTER agrees that it has not and will not file a class action suit or any other type of lawsuit against the ARCA or its directors, officers, employees, contractors, or agents. Relative to any and all disputes, claims or controversies arising out of or relating to this Agreement or the breach, termination, enforcement, interpretation or validity thereof, the parties agree to first participate, in good faith, in an informal mediation process, using a mediator agreed upon by the parties. Either party may request informal mediation by written request to the other party. The parties will share the cost of the mediator and related expenses, but shall pay their own attorneys' fees incurred during mediation, if any. Any informal mediation shall take place in Sacramento, California if in person, or by electronic video conference (Zoom or similar) if the latter is agreed to by both parties. All offers, promises, conduct and statements, whether oral or written, made in the course of the mediation by any of the parties, their agents, employees, experts and attorneys, and by the mediator, are confidential, privileged and inadmissible for any purpose, including impeachment, in any arbitration or other proceeding involving the parties, provided that evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the mediation.

If the informal mediation process is unsuccessful, the parties agree that the dispute, claim or controversy shall be submitted to JAMS, or its successor, for final and binding arbitration.

Either party may initiate arbitration at JAMS with respect to the matters submitted to mediation by filing a written demand for arbitration at any time following the initial mediation session or 45 days after the date of filing that written request for mediation, whichever occurs first. The mediation may continue after the commencement of arbitration if the parties so desire. Unless otherwise agreed by the parties, the mediator shall be disqualified from serving as arbitrator in the case. Any arbitration shall take place in Sacramento, California if in person, or by electronic video conference (Zoom or similar) if

the latter is agreed to by both parties. The provisions of this section may be enforced by any Court of competent jurisdiction, and the party seeking enforcement shall be entitled to an award of all costs, fees, and expenses, including attorneys' fees, to be paid by the party against whom enforcement is ordered. Any mediation or arbitration shall take place in Sacramento, California.

12. ATTORNEYS' FEES AND VENUE. If an action at law or in equity is necessary to enforce the required mediation and/or arbitration in paragraph 10 above, the prevailing party shall be entitled to recover its reasonable attorneys' fees and costs in addition to any other reasonable relief to which it may be entitled. With respect to any such action or proceeding, the parties agree and submit to the jurisdiction and venue of the appropriate court in the County of Sacramento, State of California.

13. GOVERNING LAW. This Agreement and any mediation or arbitration shall be subject to, construed, enforced and governed by the laws of the State of California.

By signing below, the undersigned REGIONAL CENTER represents that the statements made above are true and correct, and that it understands the foregoing agreement and agrees to abide by the terms and conditions herein.

Date: _____ REGIONAL CENTER name: _____

Signature of REGIONAL CENTER Board President, with authorization
from the REGIONAL CENTER Board of Directors

Print name of REGIONAL CENTER Board President

Telephone number(s)

Email Address(es)

Date: _____

Membership APPROVED by ARCA _____

Membership NOT APPROVED by ARCA _____

Signature of ARCA Board Officer

Print name and title of ARCA Officer



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 www.nlacrc.org

Administrative Affairs Committee Recommendation to the Board

The North Los Angeles County Regional Center (“NLACRC”) Administrative Affairs Committee is recommending the Board of Trustees to authorize the Executive Director, the Chief Financial Officer, the Chief Consumer & Community Services Officer or the Human Resources Director to execute insurance binders and purchase workers compensation insurance for the period of January 1, 2024 through December 31, 2024.

Brian Gatus, Board Treasurer

September 28, 2023
Date

Board Resolution for Workers Compensation Insurance

The following resolution was adopted at a meeting of The North Los Angeles County Regional Center, Inc. Board of Trustees held on the 8th day of November 2023, in accordance with the laws and by-laws of the above organization.

RESOLVED, that the Board of Trustees of the North Los Angeles County Regional Center authorizes the Executive Director, the Chief Financial Officer, the Chief Consumer & Community Services Officer or the Human Resources Director to execute insurance binders and purchase workers compensation insurance for the period of January 1, 2024 through December 31, 2024.

CERTIFICATION BY SECRETARY: I certify that (i) I am the Secretary of the North Los Angeles County Regional Center; (ii) the foregoing Resolution is a complete and accurate copy of the Resolution duly adopted by Board of Trustees; and (iii) the Resolution is in full force and has not been revoked or changed in any way.

Lillian Martinez, Board Secretary

November 8, 2023
Date

NLACRC
Strategic Planning Committee
CRITICAL CALENDAR
FY2023-2024

Month	Activity
August	<ul style="list-style-type: none"> • Orientation for committee members • Committee elects a chairperson for the current fiscal year • Review policies & procedures and meeting schedule • Review Performance Contract June Data • Review 2023 Performance Contract Metrics Status • Review Annual Strategic Plan Implementation Matrix Progress Report • Semi-Annual Reporting of CIE/PIP, • Annual Reporting of Program Closures • 4th Quarter Reporting of New Vendorizations •
November	<ul style="list-style-type: none"> • Committee meeting • Review 2023 Performance Contract Metrics Status • 2022-2026 Strategic Plan -1st Quarter Status Update • 1st Quarter reporting of New Vendorizations • Employee Satisfaction Survey RFP
January	<ul style="list-style-type: none"> • Committee meeting • Review results of the Individual and Family Satisfaction Survey
February	<ul style="list-style-type: none"> • Review public policy performance measure year-end data • Review Draft Critical Calendar for next fiscal year • Review 2023 Performance Contract Metrics Status • Review Performance Contract Draft for FY2024 • 2022-2026 Strategic Plan -2nd Quarter Status Update • Semi-Annual Reporting of CIE/PIP, • 2nd Quarter Reporting of New Vendorizations
May	<ul style="list-style-type: none"> • Approve Draft Performance Contract for FY2024 • Review 2023 Performance Contract Metrics Status • Confirm FY2023-24 Year End reports are posted on website • Select board meeting to present FY2024 performance objectives

NLACRC
Strategic Planning Committee
CRITICAL CALENDAR
FY2023-2024

Month	Activity
	and outcomes <ul style="list-style-type: none"> • 2022-2026 Strategic Plan- 3rd Quarter Status Update • 3rd Quarter reporting of New Vendorizations

[ccal.2023_24] Reviewed: 08.07.23/Approved: 09.13.23



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

North Los Angeles County Regional Center Request for Proposal Employee Satisfaction Survey

1. INTENT AND GENERAL INFORMATION

North Los Angeles County Regional Center (NLACRC) is seeking proposals from qualified firms for consultant services to assist NLACRC with designing and implementing an employee satisfaction survey. The purpose of the survey is to measure employee engagement, attitudes, perceptions, satisfaction, and commitment levels toward the organization, leadership, roles, work/life balance, diversity and equity, and the clients we serve, in accordance with the Scope of Work specified in this Request for Proposals (RFP). The Employee Satisfaction Survey results will provide a baseline for future comparisons, to measure and drive improvements and changes in engagement and organizational culture, and to inform and further develop strategies for training and development. The successful Consultant will partner with NLACRC in determining final survey requirements, and interpreting results, and may be required to participate in presentations to leadership. An award will be made to the firm that demonstrates experience and expertise in designing, conducting, analyzing, and communicating employee satisfaction survey results for private or public sector or similar organizations, proposes reasonable fees, and meets the requirements of this RFP.

NLACRC is one of 21 private, non-profit organizations under contract with the California Department of Developmental Services (DDS) to coordinate and provide community-based services to persons with intellectual and developmental disabilities. NLACRC supports more than 34,500 individuals with developmental disabilities or at risk of developing developmental disabilities, and their families, through the efforts of approximately 650 staff in eight (8) different departments, and three (3) locations. We have been supporting consumers and their families in the San Fernando, Santa Clarita, and Antelope Valleys for more than 45 years.

2. QUALIFICATIONS

Eligible Consultants must have and demonstrate the following qualifications:

- The awarded firm shall have relevant experience providing employee satisfaction survey services to organizations of similar size and scope.
- The awarded firm shall present specific examples of partnering with organizations to achieve a high survey participation rate.
- Evidence that demonstrates similar successful implementations, and experience achieving high employee participation rates.
- Staff, managerial, and fiscal resources to complete all elements of the project in accordance with the required timeline.

- Experience gathering input from various internal stakeholders.
- Experience and aptitude for developing and implementing cost-effective strategies.

3. SCOPE OF SERVICES

The Consultant will be expected to work with NLACRC to perform the following services:

- Meet with various NLACRC staff to discuss the goals of the project, the process, and tasks to be performed.
- Develop a mutually agreeable project management plan that clearly describes all phases of the project with schedule, milestones, responsibilities, and deliverables to achieve the outcome measures of the project in a timely manner.
- The survey and design parameters will include the following items:
 - Provides multiple methods of participation to meet the needs of a diverse workforce, including culturally and linguistically diverse populations.
 - Provides a secured link via email to invite employees to participate.
 - Provides ease of administration with reliable, valid reporting of results that are reasonable to interpret and communicate.
 - Allows for timely final results to NLACRC that will include reporting options for graphs and presentations.
 - Promotes a high participation rate with questions that are designed to support ease of understanding and completion for a broad and diverse audience.
 - Ensures that the design has a high level of validity and is statistically sound, with questions that are based on proven research.
 - Ensures that the methodology will demonstrate an evidence-based approach, process to determine survey questions relevant to NLACRC, and the process for analyzing and interpreting our data.
 - Allows for flexibility for NLACRC to provide input on the selection of questions.
 - Ensures strictest confidentiality, security, and anonymity in accordance with all privacy laws.
 - Provides results and recommendations for post-survey action plans, with particular attention paid to enhancing and driving engagement at the organizational level.

4. REQUIREMENTS FOR SUBMISSION OF PROPOSALS

All proposals submitted to NLACRC must adhere to the following requirements:

- Use Standard size format on a standard 8 1/2 x 11 paper.
- Proposals must be typed using a standard font (12 point).
- Every page must be numbered consecutively.
- The Proposal Title Page must be the first page of the proposal.
- The proposal must include a Table of Contents that corresponds to the proposal.

The proposals should include:

- I. **Introduction & Qualifications.** An introduction of the individual/firm must include (a) a summary of the capabilities/qualifications of key personnel involved in this project, (b) special expertise, and (c) experience with similar survey projects. The introduction should convey the consultant's clear understanding of the project requirements.
- II. **Summary of Relevant Experience and Ability.** This should include experience, personnel listing, and references. A submission of sample work products to include a demonstration of data analytics, sample tables and graphs that are reflective of the survey work typically performed by the consultant should be included in this proposal.
- III. **Project Approach.** Consultants should outline the anticipated approach, methodology, and strategies to be used and should provide a response to each task outlined in the Scope of Services. Also include quality assurance efforts for the data collection and analysis tasks, a process for ensuring that no individual respondents will be identified, and a project timeline. Include the approach to be used to ensure effective communication with NLACRC employees.
- IV. **Cost Proposal.** A cost proposal addressing the elements of the work to be performed shall be submitted and should include a "not to exceed" price for the total project. This proposal shall be in detail to include the task and number of hours required and a total price for work to be performed in accordance with this RFP, inclusive of all personnel and non-personnel expenses. The Consultant shall indicate any and all costs that are considered necessary for the completion of the project.
- V. **Additional Information.** Any additional information that the Consultant wishes that may assist NLACRC in better evaluating the Consultant for this RFP.

5. ADDITIONAL TERMS AND CONDITIONS

The Consultant shall provide services set forth in the proposal and in accordance with the terms identified herein.

- Consultant agrees to procure and maintain in full force and effect during the term of this Agreement a General Liability insurance policy. The minimum liability under such policy shall be no less than \$1,000,000.00 per occurrence and annual aggregate. The selected Consultant shall be required to furnish a Certificate of General Liability and Worker's Compensation Insurance evidencing insurance coverage within five (5) days of receipt of Notice of Selection. Failure to maintain insurance coverage as required will be grounds for termination of the contract.

- Contractor acknowledges that since Contractor is not an employee of NLACRC, Contractor has no right to receive workers' compensation for any injury or death arising out of services to be performed by Contractor under this Agreement. Accordingly, Consultant agrees to hold NLACRC harmless and indemnify NLACRC from any and all claims arising out of any injury, disability, or death, which might be suffered by Consultant or any of Consultant's employees or agents. Consultant shall not subcontract any of the Services to be performed in accordance with this Agreement without the approval of NLACRC.
- The contract will be negotiated between parties and drafted by NLACRC. In addition, the selected Consultant will be required to sign a Business Associate Agreement upon the execution of the contract. (Attachment samples B & C).
- NLACRC will pay the Consultant for services performed in accordance with the signed Agreement. NLACRC agrees to remit payment to Contractor within thirty (30) days from receipt of a properly documented invoice that is approved by the Chief Financial Officer.

6. EVALUATION OF PROPOSALS

The following criteria are expected to be among those used in the selection process. They are presented as a guide for the Consultant in understanding NLACRC's requirements and expectations for this project and are not necessarily all-inclusive or presented in order of importance.

- Conformance to the specified RFP format.
- Organization, presentation, content, and quality of proposal.
- Proposed methods and overall plan to accomplish the scope of services in a timely and competent manner.
- Experience, expertise, and capabilities of the Consultant.
- Proposed costs.

7. CONDITIONS

All Consultants must adhere to the following conditions:

- All proposals in response to this RFP are to be the sole property of NLACRC. Consultants are encouraged not to include in their proposals any information that is proprietary.
- Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of the RFP is to be the sole property of NLACRC.
- NLACRC may amend the terms or cancel this RFP any time prior to the execution of a contract for these services if NLACRC deems it to be necessary, appropriate, or otherwise in the best interests of NLACRC. It is the Consultant's responsibility to

monitor NLACRC's website for amendments. Failure to acknowledge receipt of amendments may result in a proposal not being considered.

- All responses to the RFP must conform to instructions. Failure to comply with any requirement of this RFP may be considered an appropriate cause for rejection of a response.
- The contract document will represent the entire agreement between the Consultant and NLACRC and will supersede all prior negotiations, representations, or agreements, alleged or made, between the parties. NLACRC shall assume no liability for payment of services under the terms of the contract until the successful Consultant is notified that the contract has been accepted and approved by NLACRC.
- Consultants are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with NLACRC, if any. If NLACRC elects to reject any proposals, NLACRC will not be liable to any Consultant for claims, whether for costs or damages incurred by the Consultant in preparing its proposal.

8. RIGHTS RESERVED TO NLACRC

- This RFP does not commit NLACRC to award a contract, to pay any cost incurred in the preparation of a proposal, or to procure or contract for services.
- NLACRC reserves the right to accept or reject any or all proposals received as a result of this request, negotiate with any qualified consultants, or to cancel in part or in its entirety this RFP if it is in the best interest of NLACRC to do so.
- Proposals may not be evaluated if the current activities of the Consultant may give rise to an unresolved conflict of interest in connection with the project described in this RFP.
- While cost is a consideration, NLACRC reserves the right to select a proposal in which NLACRC deems best meets the goals of this report regardless of cost, and that is in the best interest of NLACRC.
- During the evaluation process, NLACRC reserves the right to request additional information or clarification from vendors.
- NLACRC may also require the Consultant selected to participate in negotiations concerning contract price or the nature and extent of services to be provided.
- NLACRC is not obligated to disclose the allotted budget of this RFP to any proposed Consultant.

9. EQUAL OPPORTUNITY

NLACRC emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, disability, age, or sexual orientation in the solicitation, selection, and contracting of this RFP.

10. PRELIMINARY SCHEDULE

NLACRC is seeking to have the scope of services of the Employee Satisfaction Survey completed by September 30, 2024. This project schedule is tentative and may be subject to

changes at the discretion of NLACRC.

The preferred project schedule is as follows:

January 1, 2024	RFP release date
February 1, 2024	RFP closing date
February 12-19, 2024	Interviews with selected Consultants completed.
April 1, 2024	Contract Awarded
July 1 – August 31, 2024	Survey and accepted by NLACRC and executed to employees.
September 30, 2024	Project complete

11. SUBMISSION, DEADLINE & QUESTIONS

All proposals shall be submitted in electronic document (PDF) format to RFP@nlacrc.org. The email subject line should be clearly marked with the words “RFP Employee Satisfaction Survey.” NLACRC takes no responsibility for emails that are undeliverable or delayed and it is the responsibility of the submitted to get confirmation.

All proposals must be received by February 1, 2024. Proposals received after that time will not be considered.

All proposals will be marked as received. There will be no public reading or viewing of the proposals.

Questions about the Scope of Services or the RFP may be directed to Megan Mitchell, Contract Administration and Privacy Officer, by phone at 818-756-6102 or mmitchell@nlacrc.org. All information given by NLACRC, except by this RFP, shall be informal and not binding upon NLACRC.

-and/or-

A pre-bid conference call is planned for XXXX, at which time questions will be responded to regarding this RFP. Contact Megan Mitchell to confirm your participation in the pre-bid conference and obtain additional details on how to join in on the conference call.

12. SELECTION PROCESS

A Selection Committee will review responses to the RFP that meet the outlined requirements and are received before the designated closing date and time. The Selection Committee may elect to interview with any, all, or none of the Consultants prior to selection to clarify their proposal. If so, the interviews will take place the week of February 12-19, 2024. After the RFP process, all applicants will be notified in writing. Consultants who were

not selected may request a debriefing with NLACRC, however, NLACRC, in its sole discretion may or may not provide such debriefing. NLACRC may advise the Consultant in a general manner, of the reason for the non-acceptance of their proposal. Only the Consultant's proposal will be reviewed. NLACRC has no obligation to share Consultants' scores or the details of any other Applicant's proposal.

13. AWARD AND CONTRACT

The RFP submissions will be reviewed by NLACRC's RFP Evaluation Committee. NLACRC intends to award a contract with the selected Consultant. NLACRC shall provide written notice to all Applicants who were not selected or rejected by NLACRC.

DRAFT

North Los Angeles County Regional Center
Executive Director's Report
November 8, 2023

I. LEGISLATION

AB447 (Arambula) is legislation that expressly authorizes California States Universities, and requests the University of California, to establish and maintain inclusive college programs for students with intellectual and developmental disabilities at 4-year postsecondary educational institutions. The programs will provide training to faculty, scholarships for student tuition, fees, and living expenses, additional student supports such as counseling, residential needs, and transportation, person-centered planning process and the opportunity to pursue an educational credential, including a degree, certificate or nondegree credential issued by the institution. The programs must seek funding from Department of Rehabilitation and regional centers to sustain programs long term.

NLACRC's Board of Trustees provided a letter of support for this bill; pleased to announce it has passed and has been chaptered into law.

II. CENTER OPERATIONS

a. Staffing – Current Status and Recruitment

Preliminary September data: 67 CSC Vacancies (replacement), (SFV – 42, AV – 20, and SCV – 5), 62 CSC Vacancies (growth); 55 Other open position vacancies, 76 positions on hold. 659 positions filled: 919 authorized.

October New Hires: 1st cycle: 1 Office Assistant II (AVO) and 1 Intake Associate (AVO), both Bilingual Spanish. 2nd cycle: 5 Consumer Services Coordinators (3 AVO, 2 SFV and 1 Bilingual Spanish-SFV), 1 Consumer Services Coordinator – Early Start Intake, Bilingual Spanish, and 1 Accounting Supervisor.

Collaboration meetings with PeopleScout, Inc., our third-party recruitment firm, began last week with a target date of 12/1/2023 to begin active recruitment for the Center. NLACRC seeks to recruit 240 staff, 190 of which are case management, over the next 12 months. Additionally, the Center has hired three CSC Lead Trainer positions, 2 in the SFV Adult Department and 1 in the SFV School Age Department, which will allow us to begin hiring bachelor's level candidates without work experience for the service coordinator position. Note, hiring individuals with no work experience will be limited to the number of individuals that can be supported by the Lead CSC Trainer; the Center seeks to hire a total of 15 Lead CSC Trainers to support the onboarding/training of new service coordinators in each of our offices.

b. Staffing – Changes

Monike Paz, Administrative Assistant – Board has separated from the agency to pursue a new endeavor, we wish her the best! **Liliana Windover's last day** in office was Thursday, October 12th though she continues to be employed with the Center through the end of the year. **Deputy Director** interviews continued into this week.

c. Provider and Community Engagement and Outreach

Evelyn and her staff attended **Tierra Del Sol's Employer Recognition Event** on Thursday, October 19th, on my behalf. Tierra recognized partnerships with over 160 active partner sites, where many of Tierra's

800 associates work and volunteer. Rebecca Lienhard, Tierra's Executive Director, was grateful for NLACRC's participation and shared the event was very successful!

On Tuesday, 10/17/2023, I attended the **SCV Mayor's Luncheon on Employment**, invited by the committee chair (and vendor), Scott Shephard. This year's event featured several local businesses and individuals served who are competitively employed, including NeoTech, where board member Nicholas Abrahms has been employed for 16 years. Nicholas participated as a panelist, shared about his journey and his employment at the company and received recognition from the office of Senator Scott Wilk.

On Tuesday, 10/24/2023, I participated in a tour of the **Project Search Program at Kaiser Permanente Medical Center** in Woodland Hills. Project Search is a business-led internship program that takes place entirely at the workplace, where a combination of classroom instruction, career exploration and hands-on training is provided through worksite rotations. Business partners include hospitals, libraries, senior living centers, and hotels. The goal of the program is competitive employment for the intern; nationally, the program has a 68% success rate!

On Thursday, 10/26/2023, I attended **New Horizon's Employer Appreciation Breakfast**, where employment partners were acknowledged for their contributions, including Vons, MGD Korean BBQ, Jon's Market, Kevin Alperstein of Law Offices of Alperstein, Simon, Farkas, Gillin and Scott, and Christine Coswatte, from the California Department of Rehabilitation. It was a very well attended event by many more of their employment partners, Department of Rehabilitation and NLACRC.

d. Regional Center Performance Measures Phase 1

NLACRC successfully met the department's performance measures for all areas where a performance measure was issued: Early Start (Child Find Plan, and Percent Served birth to 3), Equity & Cultural Competency (Bilingual Staff Survey & Client Master File Update), and Person-Centered Planning (Certified Person-Centered Plan Facilitation Trainers for every 10,000 people served). Regional center performance regarding the Employment RCPM (# of individuals in Competitive Integrated Employment compared to former performance) is pending. The department anticipates providing issuing financial incentives to regional centers in the next allocation.

e. NLACRC's Individual and Family Satisfaction Survey

NLACRC's consultant, Kinetic Flow, reports that the response to Online, SMS/Text, and Live Telephone Interviews has resulted in 3,395 completed surveys (minimum needed is 2,149). The survey closed Monday, October 23, 2023. Kinetic Flow will now conduct data analysis and create written reports, due to NLACRC on December 18th, and to be presented at SPC in January.

f. NLACRC Tuition Reimbursement Program

NLACRC has 8 individuals participating while statewide, there are 104 across the 21 Centers. This program is promoted as a benefit in our recruitment efforts, new hires are provided information regarding the program as part of their onboarding and internal staff have been informed of the opportunity!

g. NLACRC's FY2023 -24 DDS Fiscal Audit

Pursuant to our contract with the Department of Developmental Services, DDS has concluded a fiscal audit of the Center; a date when the written draft audit report has not yet been provided by the department.

h. NLACRC's FY2023 Independent Audit – Lindquist, Von Husen & Joyce, LLP

NLACRC's independent financial audit by Lindquist, Von Husen & Joyce, LLP began September 11, 2023 and will conclude in February of 2024.

i. Statewide Implicit Bias Training

NLACRC has been exempted from the department's statewide implicit bias training as the Center provided DDS-approved implicit bias training to staff in 2022.

Quality Assurance

For the month of October 2023, Community Services conducted 175 residential visits as follows:

- 97 unannounced visits
 - 74 - CCFs, 21 - ICFs, 2 - FHAs, 0- FFA (11 AV, 44 SFV/SC)
- 32 Annual Reviews – CCF and Day Program (7 AV, 25 SFV/SC)
- 46 Other. 46 In-Person Visits (DDS Reviews, New Provider Orientation, QA/RD Walkthrough, 7 Day visit, SIR Follow/Complaint/CAP Follow-up, Attempted Unannounced Visits – provider was not home)
- 3 Corrective Action Plans developed with residential providers
- 0 Plan of Improvement with a non-residential provider

Consumer Statistics

As of October 2023, the Center served 35,133 consumers and applicants, including 4,973 in Early Start, and 27,598 (increase of 100) in the Lanterman program. The Center's San Fernando Valley Office serves 22,076 individuals, Antelope Valley serves 8,597 and the Santa Clarita Office serves 3,796 (these totals include applicants, and individuals served under Lanterman and the Early Start programs).

Upcoming Support and Consumer Advocacy Group Meetings include:

- FFRC - El Poder del Amor y la Paciencia, November 10th, at 10:00am
- FFRC - SCV Parent to Parent Chat (in-person), November 15th, at 10:00 am
- FFRC - Parents of Adult Consumers Support Group, November 15th, at 6:30 pm
- FFRC - Coffee & Conversation / Café y Conversación (All 3 offices), November 16th, at 10:00 am
- FFRC - Parent Check-in & Chat Support Group, November 16th, at 12:30 pm
- FFRC - Grupo de Apoyo en español Cultivar y Crecer, November 17th, at 6:30 pm
- FFRC - Filipino Support Group, November 20th, at 6:30 pm

Additionally, the **Family Focus Resource Center** coordinates several support groups including “Black & African American Family Focus Support Group” “Mamas Latinas Grupo de Apoyo” and the “Parent Check-In and Chat”. Please see **NLACRC's Calendar of Events**, which includes a **link** for the **Family Focus Resource Center**, for information regarding more support groups, training opportunities, dates, times, and links.

Upcoming Community Events and Educational Training Opportunities:

- FFRC - Conozca los Servicios de DOR para Personas con Discapacidades, November 13th, at 12:00 pm
- Transition from Early Intervention to Preschool Program, November 14th, at 9:00 am
- FFRC - Fundamentos del IEP: Preparando y Empoderando a los Padres para el IEP de sus Hijos, November 14th, at 12:00pm

- FFRC - IEP Essentials: Empowering & Preparing Parents for their child's IEP, November 15th, at 12:00 pm
- SLS Orientation, November 16th, at 3:00 pm
- Orientaciones de Autodeterminación, November 20th, at 9:00 am
- SSI/SSDI Benefits and Working Workshop, November 29th, at 12:00 pm

Additional training and support groups are offered as well! Please see **NLACRC's Calendar of Events**, which includes a [link](#) for the **Family Focus Resource Center**, for information regarding dates, times and links for these events, trainings and more.

Upcoming Disability Organization Events/Activities

State Council on Developmental Disabilities next council meeting is November 28th at 10:30 am
 Disability Rights California's next board meeting is – 2024 meeting schedule not yet posted

III. STATE/LOCAL UPDATES

a. Department of Developmental Services

i. DDS Direct Service Professional Training Stipend and Incentive Program Pilot

Launched 9/12/2023, DDS reported at the ARCA Statewide Meeting that there were 13,581 registrants statewide; and as of 10/18/2023, 10,849 DSPs completed at least 1 course and of those, 7,274 have completed two courses. Of the two courses, *DSP Code of Ethics* is a required course, while *Informed Decision-Making*, *Person-Centered Planning* and the *HCBS Final Rule* are elective courses. Additional courses being added are *Cultural Competency* and *Supporting Individuals who identify as LGBTQIA+*.

ii. DDS Internship Program

This is a three-month training and internship program that provides standardized, new direct care workforce entry-level training and practical work experience for up to 2,500 interns. DDS' Contractor, All's Well, is a full-scope internship recruitment, readiness, placement and retaining entity, who will also serve as employer of record for both the paid internships and the retainage stipends. The program will be rolled out in three phases with Phase I split between groups A and B. The contractor will be sourcing individuals for the program from churches, community colleges and self-advocate groups. Phase IA regional centers include ACRC, VMRC, FNRC, and SDRC. NLACRC has volunteered to participate in Phase IB.

iii. DDS Workforce Training and Development (DSP University)

This program is a three-tiered, competency-based training and certification program designed to enhance DSPs professional training, promoting services that are person centered, culturally and linguistically sensitive, and that improve outcomes for individuals with Intellectual and Developmental Disabilities. Successful completion of each tier is tied to a wage differential. DDS is taking a 2-part approach; Learning Management System (LMS) development is underway and a Request for Proposal for curriculum development closed 10/25/2023. There will be 16 core competencies.

iv. DSP Bilingual/Multilingual Pay Differential

The goal is to promote equity in access to services for individuals and their families through regional centers by providing a pay differential to DSPs who communicate regularly with individuals and families in a language or medium other than English. A formal certification program will be brought onto the DDS LMS, and as a bridged-approach, DDS plans to initiate the program with self-certification and employer attestation later this fall.

v. **Paid Internship Program Statewide Participation**

Participation in the PIP has grown significantly with 2,146 participants currently (compared to FY19-20, where enrollment was 1,679.)

b. **Association of Regional Center Agencies (ARCA)**

ARCA's Executive Committee and Board Delegates met on October 19th and ARCA's Board of Director's met on October 20th where ARCA's Executive Director reported on the following:

Budget Priorities for FY2024-25 are as follows: 1) Prioritize truly affordable housing for people with developmental disabilities, in projects funded by the Department of Housing and Community Development; 2) Update service provider rates based on inflation and address rate model; and 3) Fully fund regional centers for service coordination and commit to a revision of the Core Staffing Formula.

Regional Center Consistency Efforts – ARCA has been facilitating workgroups, gathering regional center feedback and input, and working with consultants to further systemwide uniformity and consistency in the areas of data transparency, vendorization, intake, assessing family support needs, regional center staff training and person-centered planning.

Standards and Practices Committee – ARCA will add a Standards and Practices Committee to provide recommendations to the Board regarding the standards to which Regional Center members must be held accountable. Committee shall be responsible for investigating and providing advice and recommendations to the Board in the event it comes to ARCA's attention that a regional center member has failed in a material and serious degree to comply with ARCA's bylaws, policies, procedures or any law applicable to ARCA and its members or has engaged in conduct materially or seriously prejudicial to the purposes and interests of ARCA.

c. **State Council on Developmental Disabilities (SCDD)**

State Council has not had their statewide meeting since September 19th meeting; next meeting will be held November 28th.

Residential and Day Program Quality Assurance Monitoring Activities
January 2023 - December 2023

Month	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
# of Res'l & Day QA Staff	6	5	4	4	5	6	6	6	6	6			
# Annual Facility Monitoring Visits	14	10	17	8	24	21	13	17	17	32			173
# Unannounced Visits	29	46	57	38	49	85	66	49	46	97			562
# Corrective Action Plans Issued	1	3	1	3	3	1	2	0	1	3			18
*Substantial Inadequacies Cited:													
1.Threat to Health or Safety							1			1			
2.Provision of fewer staff hours than req'd		1	1	1	1								
3.Violations of Rights		1								1			
4.Failure to implement consumer's IPP	1			2	1	1	1						
5.Failure to comply with Admission Agreement		3		2	2		1		1	3			
6.Deficiencies handling consumers' cash resources													
7.Failure to comply with staff training reqs						1			1				
8.L4 fails to use methods per program design													
9.L4 fails to measure consumer progress													
10.Failure to take action per CAP	1					1							
11.Failure to use rate increase for purposes authorized													
12.Failure to ensure staff completes DSP requirements.													
13.Failure to submit Special Incident Report										1			
*per Title 17 §56054(a)	2	5	1	5	4	3	3	0	2	6	0	0	

**NORTH LOS ANGELES COUNTY REGIONAL CENTER
MONTHLY STATISTICS RECAP
October 2023**

	November 2022 Total	October 2023 Total	Increase/ Decrease	% Change
ALL VALLEYS				
Total Non-Early Start	25,647	27,598	1,951	7.61%
Total Early Start	4,801	4,973	172	3.58%
Unit Supervisor Cases (*)	176	282	106	60.23%
Self Determination Specialist (*)	28	1	-27	-96.43%
Prenatal Services	0	0	0	#DIV/0!
Provisional Eligibility	474	577	103	21.73%
Development Center	16	13	-3	-18.75%
Enhanced Caseloads	234	240	6	2.56%
Enhanced Case Mgmt	33	32	-1	-3.03%
Specialized 1:25 Caseloads	24	30	6	25.00%
Pending Transfer	47	58	11	23.40%
Early Start Intake Services	124	381	257	207.26%
Intake Services	1,102	948	-154	-13.97%
TOTAL ALL VALLEYS	32,706	35,133	2,427	7.42%
SAN FERNANDO VALLEY				
Adult Services	6,345	6,412	67	1.06%
Adult Unit Supervisor (*)	8	11	3	37.50%
Transition Services	3,189	3,450	261	8.18%
Transition Unit Supervisor (*)	23	89	66	286.96%
School Age Services	6,405	7,253	848	13.24%
School Age Unit Supervisor (*)	75	36	-39	-52.00%
Early Start Services	3,203	3,373	170	5.31%
Early Start Unit Supervisor (*)	1	2	1	100.00%
Early Start Intake Unit Supervisor (*)	0	8	8	#DIV/0!
Prenatal Services	0	0	0	#DIV/0!
Provisional Eligibility	474	577	103	#DIV/0!
Provisional Unit Supervisor (*)	18	17	-1	#DIV/0!
On-Duty Specialist Unit	0	0	0	#DIV/0!
Development Center	16	13	-3	-18.75%
Enhanced Caseload	234	240	6	2.56%
Enhanced Case Mgmt	33	32	-1	-3.03%
Specialized 1:25 Caseloads	24	30	6	25.00%
Pending Transfer	47	58	11	23.40%
Early Start Intake Services	124	381	257	207.26%
Intake Services	621	638	17	2.74%
Self Determination Specialist (*)	10	1	-9	-90.00%
TOTAL	20,591	22,076	1,771	8.60%
ANTELOPE VALLEY				
Self Determination Specialist (*)	11	0	-11	-100.00%
Adult Services	2,633	2,752	119	4.52%
Adult Unit Supervisor (*)	1	20	19	1900.00%
Transition Unit	1,812	1,905	93	5.13%
Transition Unit Supervisor (*)	11	9	-2	-18.18%
School Age Services	2,238	2,629	391	17.47%
School Age Unit Supervisor (*)	33	53	20	60.61%
Early Start Unit Supervisor (*)	0	1	1	#DIV/0!
Early Start Intake Unit Supervisor (*)	0	26	26	#DIV/0!
Early Start Services	989	1,001	12	1.21%
Intake Services	481	310	-171	-35.55%
TOTAL	8,153	8,597	508	6.23%
SANTA CLARITA VALLEY				
Self Determination Specialist (*)	7	0	-7	-100.00%
Adult Services	958	972	14	1.46%
Adult Unit Supervisor (*)	0	1	1	#DIV/0!
Transition Services	662	704	42	6.34%
Transition Unit Supervisor (*)	0	0	0	#DIV/0!
School Age Services	1,405	1,520	115	8.19%
School Age Supervisor (*)	2	3	1	50.00%
SCV On-Duty/Floater Specialist Unit	0	1	1	#DIV/0!
Early Start Services	609	599	-10	-1.64%
Early Start Unit Supervisor (*)	4	4	0	0.00%
Early Start Intake Unit Supervisor (*)	0	2	2	#DIV/0!
TOTAL	3,634	3,796	163	4.49%

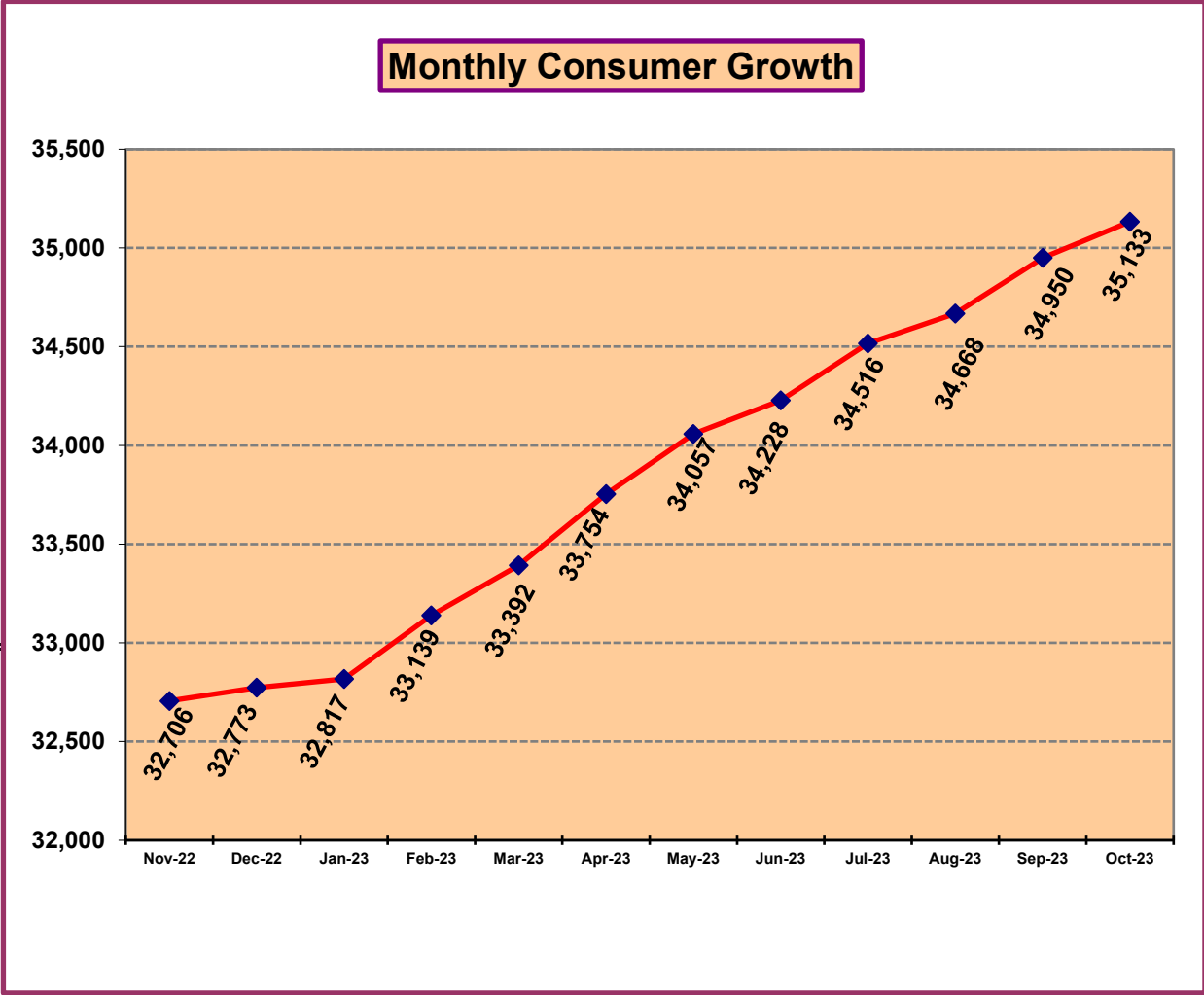
* Numbers not part of ratio count, but counted on Total All Valleys

**This number is our total number of consumers as October 2023 (Early Start, Lanterman and others: Intake services, pending transfers, DC, enhanced case management, etc.)

NLACRC TOTAL (ALL SERVICES) MONTHLY CONSUMER GROWTH ALL VALLEYS

Month	Consumers	Growth	% Change
Nov-22	32,706	67	0.20%
Dec-22	32,773	44	0.13%
Jan-23	32,817	322	0.98%
Feb-23	33,139	253	0.76%
Mar-23	33,392	362	1.08%
Apr-23	33,754	303	0.90%
May-23	34,057	171	0.50%
Jun-23	34,228	288	0.84%
Jul-23	34,516	152	0.44%
Aug-23	34,668	282	0.81%
Sep-23	34,950	183	0.52%
Oct-23	35,133		

Total	2,427
Average	221
Percent Chg	7.42%



October 2023 CSC Caseload Ratio

San Fernando Valley

Adult Services

	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
Adult Unit 1	755	8	94.4	1				
Adult Unit 2	950	10	95.0	1				
Adult Unit 3	11							
Adult Unit 4	957	5	191.4	6				
Adult Unit 5	890	6	148.3	4				
Adult Unit 6	919	8	114.9	2				
Adult Unit 7	1006	8	125.8	4				
Adult Unit 8	924	8	115.5	3				
Adult Unit 9				5				
Adult Unit 10				4				
Adult Unit 11		1		3				
Total	6,412	54	118.7	33				

Transition Services

	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
Transition Unit 1	1,052	8	131.5	3		1		
Transition Unit 2	1,100	9	122.2	2				
Transition Unit 3	1,298	12	108.2	1				
Transition Unit 4				4				
Total	3,450	29	119.0	10		1		

School Age Services

	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
School Age 3	1,230	11	112	1				
School Age 4	1,061	8	133	4				
School Age 5	1,060	10	106	2				
School Age 6	1,146	11	104					
School Age 7	1,127	11	102	1				
School Age 8	1,129	8	141	3				
School Age 9	500	6	83	1				
Total	7,253	65	111.6	12				

Early Start Services

	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
Early Start 1 (Status 1 & 2)	567							
Early Start 1 Intake	33							
Early Start 1 Total	600	7	85.7	3				
Early Start 2 (Status 1 & 2)	510							
Early Start 2 Intake	37							
Early Start 2 Total	547	6	91.2	3				
Early Start 3 (Status 1 & 2)	497							
Early Start 3 Intake	26							
Early Start 3 Total	523	6	87.2	4				
Early Start 4 (Status 1 & 2)	476							
Early Start 4 Intake	27							
Early Start 4 Total	503	4	125.8	5				
Early Start 5 (Status 1 & 2)	519							
Early Start 5 Intake	42							
Early Start 5 Total	561	8	70.1					
Early Start 6 (Status 1 & 2)	330							
Early Start 6 Intake	30							
Early Start 6 Total	360	5	72.0	4				
Early Start 7 (Status 1 & 2)	254							
Early Start 7 Intake	25							
Early Start 7 Total	279	4	69.8	3				
Status 1 Over 36 mo.	40							
Total	3,373	40	84.3	22				

	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
Total Non-Early Start	17,115	148	115.6	55		1		
Total Early Start	3,373	40	84.3	22				
Total	20,488	188	109.0	77		1		

October 2023 CSC Caseload Ratio

SFV Self Determination Specialist*	1	2	0.5					
Intake Services	638	8	79.8	1				2
Antelope Valley	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
Adult Unit 1	708	1	708.0	11				
Adult Unit 2	1,088	10	108.8	1				
Adult Unit 3	956	11	86.9					
Total	2,752	22	125.1	12				
Transition Unit 1	1,034	11	94.0	2				
Transition Unit 2	871	8	108.9	2				
Total	1,905	19	100.3	4				
School Age 1	1,093	10	109.3	2				
School Age 2	1,086	9	120.7	4				
School Age 3	450	4	112.5	4				
Total	2,629	23	114.3	10				
AV Early Start 1 (Status 1 & 2)	385							
AV Early Start 1 Intake	33							
AV Early Start 1 Total	418	6	69.7	3				
AV Early Start 2 (Status 1 & 2)	375							
AV Early Start 2 Intake	40							
AV Early Start 2 Total	415	5	83.0	1				
AV Early Start 3 (Status 1 & 2)	149							
AV Early Start 3 Intake	19							
AV Early Start 3 Total	168	4	42.0	2				
Status 1 Over 36 mo.	30							
	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
Total Non-Early Start	7,286	64	113.8	26				
Total Early Start	1,001	15	66.7	6				
Total	8,287	79	104.9	32				
AV Self Determination Specialist*		1						
AV Intake Services	310	5	62.0					2
Santa Clarita Valley	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
Adult Unit	972	10	97.2	1.0			1	
Transition Unit 1	97		#DIV/0!	1				
Transition Unit 2	607	5	121.4	2				
Total	704							
School Age Unit 1	1,022	9	113.6	1				
School Age Unit 2	498	5	99.6	4				
Total	1,520	14	108.6	5				
SCV Early Start (status 1 & 2)	270							
SCV Early Start Intake	6							
SCV Early Start 1 Total	276	6	46.0	2				
SCV Early Start 2 (status 1 & 2)	314							
SCV Early Start 2 Intake	9							
SCV Early Start 2 Total	323	7	46.1	1				
Status 1 Over 36 mo.	12							
	Consumers	Ser. Coord.	Case Ratio	Opening	Hold			
Total Non-Early Start	3,196	29	110.2	9			1	
Total Early Start	599	13	46.1	3				
Total	3,795	42	90.4	12			1	
SCV Self Determination Specialist*		1						

October 2023 CSC Caseload Ratio

All Valleys	Consumers	Ser. Coord.	Case Ratio	Opening	Hold	Floater	OD	Assoc.
Total Non-Early Start	27,597	241	114.5	90		1	1	
Total Early Start	4,973	68	73.1	31				
Sub-total	32,570	313	104.1	121		1	1	
*Self Determination Specialist	1	4						
*Total Non Early Start Supervisor	239							
*Total Early Start Supervisor Status 1&2	7							
*Total Early Start Supervisor Intake	36							
Intake Services	948	13	72.9	1				4
Early Start Intake	381	7	54.4	2				3
Prenatal Services								
Provisional Eligibility	577	8	72.1	4		1		
Enhanced Caseloads	240	6	40.0					
On-Duty Specialist Unit						2	4	
AV On-Duty/Floater Specialist Unit						2	4	
SCV On-Duty/Floater Specialist Unit	1					1		
Development Center	13							
Enhanced Case Management	32	1						
Specialized 1:25 Caseloads	30	1		2				
Pending Transfer	58							
Total	35,133	349	100.7	130		7	9	7

*** Numbers not part of ratio count, but counted on Total Summary section**

SFV Adult Unit Supervisor*	11
SFV Transition Unit Supervisor*	89
SFV School Age Unit Supervisor*	36
SFV Early Start Unit Supervisor*	2
SFV Early Start Intake Unit Supervisor*	8
Provisional Unit Supervisor	17
SCV Early Start Unit Supervisor*	4
SCV Early Start Intake Unit Supervisor*	2
SCV School Age Supervisor*	3
SCV Transition Supervisor*	
SCV Adult Supervisor*	1
AV Adult Unit Supervisor*	20
AV Transition Supervisor*	9
AV School Age Supervisor*	53
AV Early Start Unit Supervisor*	1
AV Early Start Intake Unit Supervisor*	26

282

**LOS ANGELES COUNTY REGIONAL CENTER
Board Member Reporting Out Form**

~~~~~

**Name:** Gabby Eshrati

**Meeting:** SDLVAC

**Date of Meeting:** October 19, 2023

|    |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Number of Attendees | 26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2. | Public Input:       | <p><b>NLACRC Contact list/email:</b><br/> <a href="https://www.nlacrc.org/home/showpublisheddocument/15599/638273295877589620">https://www.nlacrc.org/home/showpublisheddocument/15599/638273295877589620</a><br/><br/> <a href="mailto:selfdetermination@nlacrc.org">selfdetermination@nlacrc.org</a></p> <p><b>NLACRC SDLAC email:</b><br/> <a href="mailto:nlacrcsdlac@gmail.com">nlacrcsdlac@gmail.com</a></p> <p><b>Support Group 1<sup>st</sup> Wednesday of the Month</b><br/> <a href="https://www.nlacrc.org/home/showpublisheddocument/15211/638149493563230000">https://www.nlacrc.org/home/showpublisheddocument/15211/638149493563230000</a></p> <p><b>IF RoundTable Every 2<sup>nd</sup> Thursday 2:00pm to 3:00pm</b><br/> <a href="https://us06web.zoom.us/meeting/register/tZUrcOygqToiGNFqNQzt0JZnz1WbogsNOC7N#/registration">https://us06web.zoom.us/meeting/register/tZUrcOygqToiGNFqNQzt0JZnz1WbogsNOC7N#/registration</a> Next meeting 099</p> <p><b>Our Future. Our Fight. DVU SDP Conference:</b><br/>         The link to register is:<br/> <a href="https://disabilityvoicesunited.org/our-future-our-fight/">https://disabilityvoicesunited.org/our-future-our-fight/</a></p> <p><b>Lia Cervantes-SDCC</b><br/>         State Council training <a href="https://scdd.ca.gov/losangeles/">https://scdd.ca.gov/losangeles/</a><br/>         SDCC orientations <a href="https://scdd.ca.gov/sdp-orientation/">https://scdd.ca.gov/sdp-orientation/</a></p> |

|    |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. | <b>Points of Discussion:</b>              | <ul style="list-style-type: none"> <li>• Presentation by Terrasel from GT Independence.</li> </ul> <p>GTI implemented a 1% non-payroll expense as of July 1, 2023. The 1% applies to all 3 FMS models and it is intended to assist GTI with budget financing and bond.</p> <p>GTI is in conversation with DDS on the 1%. More information to come.</p> <p>Committee member asked if there were other FMS agencies implementing the 1%. Per Regional Center, GTI is the only FMS that implemented a 1% non-payroll expense at this time.</p> <ul style="list-style-type: none"> <li>• Board Liaison:</li> </ul> <p>At this time there is no liaison, and the position has been placed on hold for 1 year.</p> |
| 4. | <b>Reported out to Committee/Meeting:</b> | <ul style="list-style-type: none"> <li>• The Committee Center Plan was reviewed.</li> </ul> <p>The Chair and Co-Chair have been working hard to establish goals for the committee and have established 5 sub-committees that will work collaborative with NLACRC to improve the SDP. The goal is to reduce barriers. Committee members are to select an area of interest and commit to be part of that sub-committee.</p>                                                                                                                                                                                                                                                                                    |
| 5. | <b>Area of Concerns:</b>                  | <ol style="list-style-type: none"> <li>1) 099 procedures and insurance requirement.</li> <li>2) Committee feels that there should be more communication with the Board.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6. | <b>Action Items:</b>                      | <ol style="list-style-type: none"> <li>1) Committee members to volunteer for a sub-committee.</li> <li>2) There are 2 committee position to fill by NLACRC. Interviews will be conducted by end of October.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7. | <b>Questions for the Board:</b>           | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8. | <b>Miscellaneous</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

### **Membership Standards and Practices Framework**

ARCA’s mission is “to promote, support, and advance regional centers in achieving the intent and mandate of the Lanterman Developmental Disabilities Services Act.” The organization and its Executive Director have two charges: fulfill the stated Mission under the broad policy and legislative guidance of its Board of Directors, and leading the Association to effectively define the public face of the regional center system. Success in these areas results in the preservation of local control and decision-making authority of the 21 regional centers, including the protection of this autonomy from external threats, and in working successfully with the Department, Legislature and advocacy groups to further empower the regional centers to fulfill their mission for the 400,000+ people we serve. Achievement of these mandates is only possible through collective and consistent commitments and action by all regional centers.

Henceforth, the Association will establish consistent standards for its member organizations. ARCA will support its members in pursuit of those expectations and hold each accountable to meeting them.

This work will be spearheaded by a Standards and Practices Committee, which will be a newly-created standing advisory committee comprised of seven members, including a Chair selected by ARCA’s Board President in addition to three regional center Executive Directors and three Board Delegates. The Committee will recommend to ARCA’s Board of Directors for its consideration standards in at least the following areas with an eye towards supporting the diverse populations served by regional centers:

1. Positive community relations;
2. Implementation of key statewide initiatives;
3. Active local political participation that advances the goals of the Association;
4. Non-adversarial appeals and dispute resolution processes;
5. Person-centered thinking and planning practices;
6. Responsiveness to those served and community partners;
7. Local board practices; and,
8. Greater consistency in purchase of service practices and patterns.

Upon request, the Standards and Practices Committee will support individual regional centers to identify sources of requested technical assistance either from consultants or other member organizations.

When prompted by significant concerns that the actions of an individual regional center present the potential for statewide implications or hampering ARCA’s ability to fulfill its mission, the Committee will examine the individual situation. If appropriate, it will recommend a course of action to address and ameliorate it. Every effort will be made to identify opportunities for the individual regional center in question to again meet the standards established by the Association, including but not limited to, consultation with ARCA’s Executive Director or coordinated technical assistance from other regional centers and/or consultants.



ARCA's strength comes from having all 21 of the regional centers acting in concert. However, if after a reasonable period of time following a recommendation from the Committee for correction, if an individual regional center either cannot or chooses not to meet the expectations of the Association, the Committee may recommend suspension or expulsion of the regional center from membership in the Association. During any period of suspension or non-membership, the regional center in question shall have no access to ARCA's membership benefits, which include but are not limited to, attendance at ARCA-sponsored meetings, participation in its committees, and receipt of technical assistance from the Association's Executive Director or staff. Any regional center under expulsion may apply for readmittance to the organization after a period of no less than 6 months.

DRAFT

North Los Angeles County Regional Center  
**Executive Committee Meeting Minutes**

September 28, 2023

**Present:** Brian Gatus, Andrew Ramirez, Ana Quiles, Leticia Garcia, David Coe, Lilliana Martinez, Rosie Sigala – **Committee Members**

Ruth Janka, Vini Montague, Monike Paz, Cristina Preuss, Parita Burmee, Evelyn McOmie, Liliana Windover, Malorie Lanthier, Kimberly Visokey – **Staff Members**

Minutes Services - **Guests**

**Absent:**

---

**I. Call to Order**

Ana Quiles called the meeting to order at 8:46 pm.

**II. Public Input**

No public input

**III. Consent Items**

A. Approval of Agenda

Under Committee Business, Item VI, Item A. Contract was added to the top and all other items were shifted down.

**M/S/C** (Lilian Martinez/ Andrew) To approve the Revised Agenda as revised.

B. Approval of Minutes of August 31<sup>st</sup> Meeting

**M/S/C** (Andrew /Brian) To approve the Meeting Minutes as presented.

**IV. Executive Session**

**M/S/C** (L. Martinez/ B. Gatus) To enter the Executive Session at 8:49 pm.

**M/S/C** (Andrew/Lily) To exit the Executive Session at 9:49 pm.

**V. Consumer Advisory Committee – Cristina Preuss**

A. CAC Report - Cristina Preuss

Cristina Preuss stated that CAC requested a Board liaison. They were reviewing their goals and would like to revise them. These two items had been the primary focus of the last meeting. Ruth Janka clarified that CAC was interested in changing their bylaws so that their

Chair could later serve on the Board.

Ana Quiles noted that George was the Board representative on the committee. Cristina Preuss stated that the committee felt he could not represent them how they hoped to be represented.

Ana Quiles stated she does not want to undermine their Chair and suggested that George be guided to present items during the next Executive Committee meeting. Cristina Preuss stated that George had not been at the last 2 meetings, but at the next meeting they can work with George to prepare the ideas for the Executive Committee.

Cristina Preuss stated Jose meets with George before the meetings to prepare George. Ana Quiles stated he will need that guidance. She is planning a meeting with all of the Chairs to hear from all of the committees. She suggested they work with George to address potential requests for bylaw changes.

Leticia Garcia stated that while they wanted to give George support and encourage him, the minutes noted that someone else had been chairing the last several meetings, so they may need to reconsider. There were only 3 members on the committee, and they could lose all of them if they didn't provide proper representation. Ana Quiles stated they could support the committee and support George.

Lillian Martinez stated that she spoke with George, and he was unable to connect because he was at work. Board Support will send George an iPad, so he doesn't miss meetings in the future.

Ruth Janka stated the CAC wants a Board member to come to their meeting in order to discuss making a bylaw change. The committee has not yet taken formal action to send the issue to the Board. Jose Rodriguez had shared that the committee was seeking the authority to select their own Chair and expressed concern around the current Chair.

Evelyn McOmie stated she attended the last CAC meeting and George was not present due to connectivity issues. The committee stated it was a reoccurring issue. Jose Rodriguez walks George through actions before every meeting.

Ana Quiles suggested asking the committee to make a motion to bring it to the Board. Evelyn McOmie stated the committee was feeling lost, but she will attend the next meeting and get that item voted on. Ana Quiles said they have a process to address attendance. Evelyn McOmie stated they want a Board member to sit on their committee a couple times a year to learn more about them. Ana Quiles stated sometimes Board members attend the meetings and they don't get a warm welcome, so a request should come from CAC.

Lillian Martinez stated George's support person was very willing to help as well. She suggested staff send George's support person a copy of the Board manual. While Jose helps George a week before, the support person can go over the responsibilities and support George in more detail closer to the meeting.

Action Item: The next CAC Agenda will include a Bylaws Update.

Action Item: Ana Quiles will schedule a Chairs' Meeting.

- B. Self-Advocacy Attendance at ARCA CAC Meetings/Update - Ruth Janka  
Ruth Janka clarified that only ARCA Chairs can attend the Statewide ARCA CAC Meeting.
- C. ARCA Statewide Chair Presentation – Ruth Janka  
Ruth Janka stated she followed up with Andres to see if he could attend the Statewide ARCA CAC meeting, and he could not.

## VI. Committee Business

Ana reviewed this information as presented in the packet.

### A. Contracts

Vini Montague recommended, on behalf of management, the contract for a clinical psychologist to do intake evaluations. Due to volume of intake, approving the vendor would be helpful.

Lillian Martinez asked if the vendor was willing to drive to Antelope Valley. Vini Montague stated they were based in San Fernando as was specified in the contract.

**M/S/C** (L. Martinez/D. Coe) To approve the contract presented on behalf of the Board.

Action Item: The motion will be noted on the Board Agenda, as the decision was made on behalf of the Board.

### B. Liaison Report – deferred

### C. Annual Report on Whistleblower Compliance Activity

#### 1. Employees Report

Allegations were reported in Antelope Valley about discrimination and retaliation. After thorough investigation, these allegations were not substantiated. Opportunities to address work culture, employee engagement, improve training and work efficiencies, etc. were taken. Other allegations against an SDP were reported around intimidation, racial discrimination, and disrespect. These allegations were not substantiated.

#### 2. Providers Report

There were 11 whistleblower reports. Information was redacted and shared with the Executive Committee. One of the complaints referred to contracts administration and a client's rights violation was found and referred to Department 8. A few investigations were unsubstantiated, meaning no evidence was found. For those that were substantiated, the vendor was addressed, and corrective action was taken. More details will be shared during the Executive Report on oversight and quality assurance.

Rosie Sigala expressed concern about the cases of violence. Evelyn McOmie stated that they drop in randomly and check for evidence so that things cannot be fabricated or hidden.

D. Conflict of Resolution Plan for Michael Costa- Parita Burmee

**M/S/C** (L. Garcia/A. Ramirez) To approve the Conflict Resolution.

E. Proposed Revision of the Board/Staff Interaction Policy – Ruth Janka

Ruth Janka presented the revisions to the Board/Staff Interaction Policy. This policy provides guidance on when a Board member should contact staff or go through the typical escalation process. Management suggested a motion to approve to recommend it to the Board.

Leticia Garcia suggested a month to review.

Action Item: Committee members will review the policy revisions for the next Executive Committee Meeting.

F. Proposed Service Provider Visit Validation for in-house services – Ruth Janka

**M/S/C** (A. Ramirez/R. Sigala) To recommend that the proposed Service Provider Visit Validation for in-house services be directed to VAC.

Action Item: The motion will be noted on the Board agenda, as the decision was made on behalf of the Board.

G. Succession Plan Update - Ruth Janka

1. Management Staff Professional Development Plan by Position
2. Leadership Academy
3. Standard Operating Procedures

Leticia Garcia stated all the topics were good for consideration, but stated they might be too ambitious. She suggested focusing on the Executive Director Succession Plan rather than succession plans for the entire staff. Ana Quiles agreed that the items were all important, but prioritizing could help streamline the most important section which was getting a replacement for Ruth.

Ruth Janka stated it was too much work to prepare all of these items. The work she had completed would require RFPs for consultants and she was slowly learning how it all worked. She stated she would narrow her work to the Executive Director and gather information on process, timeline, and cost. She had learned this topic was called 'Management Succession Echo Systems.' While it was all important, more time was needed to complete the macro-level work.

**M/S/C** (D. Coe/L. Martinez) To defer the Succession Plan Update to the next committee meeting with a specified focus on the Executive Director Succession Plan.

H. FY23-24 Annual Board Dinner/DDS Audit

Ruth Janka stated DDS did an Audit had also been conducted on the Annual Board Dinner. It was suggested to develop a policy for the dinner and to consider the costs of the dinner, as it could bring negative media attention to the center. It was left to NLACRC's discretion to determine reasonable expenditures for the dinner.

Ana Quiles asked if they needed a policy in place for the next Annual Board Dinner. Ruth Janka suggested policies and guidelines be developed. Since the dinner promotes NLACRC work, it is possible to use public funds from government spending, as they were a government entity. That could potentially be reflected in the policy. A dinner would still be held this year without a policy, as it is not required but simply a recommendation.

Leticia Garcia asked if all Regional Centers were audited for their Board Dinners. Ruth Janka stated the auditors randomly select which areas of operation to review. She stated they had brought this information to DDS to understand what they were allowed to do.

Ana Quiles asked if a policy could be created this fiscal year. Ruth Janka stated it would be possible.

**M/S/C** (L. Martinez/A. Ramirez) To develop a policy for the Board Dinner.

I. FY23-24 Annual Board Retreat – Locations, Dates, and Cost - deferred

J. Advanced Legislative Advocacy Training/Update

Ruth Janka stated there had been a request to include Advanced Legislative Advocacy Training. On October 18, regular training will be held for the first hour for the new Board members and an advanced training would be held the second hour for current Board members. Amy volunteered to lead the advanced training. This training would replace the GCR meeting scheduled for that day.

K. Code of Conduct Policy for Individuals, Families Served, and Staff - deferred

Action Item: Ruth will write the Code of Conduct Policy.

L. AB447 CSUN Support Letter

**M/S/C** (R. Sigala/B. Gatus) To approve the AB447 CSUN Letter.

Ruth noted that Ana Quiles would need to sign the letter.

Action Item: Ana Quiles will sign the CSUN Letter.

**VIII. Center Operations – Ruth Janka**

Ruth Janka presented the Center Operations Report. Kimberly Visokey was hired as the new Admin Assistant. Hailey Lauderdale was hired as the Executive Administrative Assistant-Projects. Postings for Lily's job were placed, and interviews would begin on Monday. Interview for the Deputy Director will begin the following week. Provider engagement is ongoing. 4,370

individuals had registered for the DSP Training with stipend and just under 2,000 people had taken the course. The goal of this training was to increase DSP skill and knowledge. Tuition reimbursement was launched for qualifying employees wanting to get a certificate or degree for up to \$30,000 for 3 years.

Ana Quiles asked if they would be informed about those who graduate using the tuition program. Ruth Janka stated they will collect that information. There is a post-graduation work requirement with NLACRC after using the funds. Ana Quiles suggested those who graduate be congratulated at the Board Dinner.

Lillian Martinez asked if recruiters were promoting the tuition program. Ruth Janka stated they absolutely were.

Ruth Janka stated that the Parental Fee Program resumed for children in 24-hour out-of-home care for medical needs. The program had been suspended due to Covid and was now being reimplemented. Last quarter, no children were placed into this program.

#### **IX. Review of Meeting Action Items**

- A. The next CAC Agenda will include a Bylaws Update.
- B. Ana Quiles will schedule a Chairs' Meeting.
- C. The Contracts motion will be noted on the Board Agenda, as the decision was made on behalf of the Board.
- D. Committee members will review the policy revisions for the next Executive Committee Meeting.
- E. The motion will be noted on the Board agenda, as the decision was made on behalf of the Board.
- F. Ruth will write the Code of Conduct Policy.
- G. Ana Quiles will sign the CSUN Letter.

#### **X. Board Meeting Agenda Items**

The following items were identified for the committee's section of the next Board Meeting agenda:

- A. Minutes of the September 28<sup>th</sup> Meeting
- B. Contract Approval on behalf of the Board.

#### **XI. Announcements / Information Items / Public Input**

- A. Next Meeting: Thursday, October 26th at 6:00 pm.
- B. Committee Attendance
- C. Supporting Japanese and Vietnamese RC Clients, September 29th at 9:00 am
- D. Self Determination Orientation, October 2nd at 9 am.
- E. Support Group Self Determination, October 4th at 4:30 pm
- F. Black & African American Support Group, October 4th at 6:30 pm
- G. Virtual Alianza de Hombres, October 10th at 7:00 pm

- H. Virtual Cafecito Entre Nos, October 12th at 11:00 am
- I. Virtual Town Hall, Ayuntamiento Virtual, October 12th at 1:00 pm
- J. Parents of Adult Consumers Support Group, October 18th at 6:30 pm
- K. Virtual Aprendiento Entre Nos, October 19th at 10:00 am
- L. Cultivar y Crecer, October 27th at 6:30 pm

**XI. Adjournment**

Ana Quiles, Committee Chair, adjourned the meeting at 10:47 p.m.

Submitted by:

(\*) *Kimberly Visokey*

Executive Administrative Assistant

*(\*) The majority of these minutes are taken from the Minutes Service submission and reviewed/ edited as presented herein by NLACRC staff.*



## Strategic Plan (2022-2026) – Fiscal YEAR 1 Review (07/01/22-06/30/23)

### Introduction:

We are pleased to present our first annual update, an essential juncture in our ongoing pursuit of the objectives outlined in our 2022-2026 Strategic Plan. This report reflects our progress thus far and offers a roadmap for the future. It is a testament to our dedication to achieving our mission. Within these pages, we will delve into our accomplishments, ongoing challenges, and strategic priorities that define our journey.

### Overview:

The NLACRC Strategic Plan 2022-2026 emerged from a collaborative planning process involving individuals served, families, service providers, NLACRC staff, and community members. Within the plan, we've pinpointed five focus areas aimed at enhancing services and support for every individual and family we assist.

### Progress Towards Vision:

The table below outlines our progress made towards achieving the long-term vision outlined in the Strategic Plan during FY 22-23.

#### Quick Links to each Focus Area:

[Focus Area 1 - Diversity, Equity, Inclusion and Belonging \(DEIB\)](#)

[Focus Area 2 - Development & Growth of an Engaged Workforce](#)

[Focus Area 3 - Employment and Day Services](#)

[Focus Area 4 - Health and Wellness](#)

[Focus Area 5 - Housing](#)

**Focus Area 1 - Diversity, Equity, Inclusion and Belonging (DEIB)**

| Sub Area                                        | Specific Strategy                                                                                                                                                                                                                                                                                                                                                                                         | Goal/Objective                                                                                                          | FY 2022-23 Update/Highlights                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Inclusion:<br/>Focus Area<br/>1.A</b></p> | <p><b>1.A.1</b> Review existing and upcoming policies and guidelines to ensure they are reflective of the DEIB values and are culturally inclusive, as well as develop – where needed – new policies and guidelines that support the goal of creating a true culture of diversity, equity inclusion, and belonging at the Regional Center and for all of those who interact with the Regional Center.</p> | <p>Ensure policies and guidelines reflect DEIB values.</p>                                                              | <p>*Work in progress due to leadership change. Further updates will be added for FY 23-24.</p> <p>*Currently H.R. and DEIB are developing a framework that will be reflective of the inclusion, equity, and diversity mission and vision of the strategic plan including revision of existing P&amp;Ps. DEIB will contribute with H.R. on the language to be included in the documents related to diversity, equity, inclusion, and belonging, to ensure the policies and guidelines are reflective of agency's values.</p>                                                                                                                                                                                     |
|                                                 | <p><b>1.A.2</b> Review policies and practices for inclusion with regards to the composition of the Board of Trustees and Board Committees to ensure all views are represented and help serve to inform decision making in policies.</p>                                                                                                                                                                   | <p>Promote inclusion in composition, committees, and workgroups.</p>                                                    | <p>*In Year 1, we did not meet the statutory requirements for the Board and Committee Compositions in our African American and Individuals Served areas. As such, the Nominating Committee began recruitment, met in August of 2023 to review 3 applications and the board seated two individuals served and as well as the former Board Intern. Recruitment to meet the African American composition requirement continues.</p>                                                                                                                                                                                                                                                                                |
|                                                 | <p><b>1.A.3</b> Establish focus groups to reflect on what is working, what is needed, and future actions in regard to DEIB, as well as work to better understand the POS expenditure variance and unmet needs; analyzing data to understand and work towards a data-driven solution with clear objectives, metrics, and timelines.</p>                                                                    | <p>Partner with stakeholders to reduce disparities and to develop data-driven solutions with metrics and timelines.</p> | <p>*Focus groups were not organized in Year 1, however DEIB Unit has organized Charlando Entre Nos to gather information re: effective and ineffective service delivery. Currently, Tagalog, Farsi and Armenian groups are being established.</p> <p>*NLACRC established a Disparity Committee comprised of a diverse group of stakeholders, who are currently developing a survey to gather feedback on service challenges. The draft survey will be reviewed in October.</p> <p>POS expenditure data is reviewed monthly by the Disparity Committee, and bi-monthly at Consumer Services Committee, with a goal of identifying additional solutions and activities to increase service access and equity.</p> |
|                                                 | <p><b>1.A.4</b> Advocate at the state level for updated approaches to services and service delivery, system level equity, diversity, culturally competent planning, and POS Variance.</p>                                                                                                                                                                                                                 | <p>Advocacy will occur at the systems level</p>                                                                         | <p>*Assembled Legislative Grassroots team consisting of parents, individuals served, service providers, board members and staff. Conducted Legislative Grassroots meetings with the Senator Menjivar, Senator Stern, Senator Scott Wilk, Assemblymember Chris Holden (March and April 2023)</p>                                                                                                                                                                                                                                                                                                                                                                                                                 |

|                                                                                                |                                                                                                                                                                                                  |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                |                                                                                                                                                                                                  |                                                                                          | <p>*The organization is currently developing trainings and informational sources similar to the work from the Legucator has provided NLACRC to promote legislative visits and receive information that can be shared with staff and families to build advocacy efforts at the state level. An internal committee will be leading these efforts and provide ongoing trainings and advocacy opportunities for family members to participate in grassroots visits.</p> <p>*DEIB staff to attend and be part of upcoming legislative outreach activities along with consumers, families and NLA staff.</p>                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                                                                | <p>1.A.5 Explore Leadership Training for Self-Advocates/Family Advocates and Board Members to build stronger, diverse self-advocacy base to continually educate community and state leaders.</p> | <p>Self-Advocates and Family-Advocates will be trained to build a diverse community.</p> | <p>*Consumer Advisory Committee held on 5/3/2023; provides annual training to consumers on Self-Advocacy.</p> <p>*Festival Educacional held on 8/12/2023 at New Horizons Sam’s cafeteria; served as a platform to promote self-advocacy to consumers and families</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <p><b>Training, Education &amp; Awareness: Service Access &amp; Equity Focus Area 1.B.</b></p> | <p>1.B.1 Expand training for people served/families that support their education, their rights, and determining their role and relationship with the Regional Center.</p>                        | <p>Training and Information will be provided to people served/families</p>               | <p>*Bi-monthly presentations in 'Aprendiendo entre Nos' sessions on topics relevant to services and directives from DDS.</p> <p>*8/18/2022- Employment opportunities for adult consumers,</p> <p>*10/20/2022- Transition Roadmap by age group part 1,</p> <p>*12/15/2022- Transition Roadmap by age group part 2,</p> <p>*2/16/2023- EVV and Coordinated Family Support, *4/20/2023- changes in appeal process, 6/20/2023- social recreation process.</p> <p>*Annual Festival Educacional 11/5/2022 “Be your best advocate”.</p> <p><u>Town Hall sessions held:</u></p> <p>*8/18/2022- Individual’s Rights under the Lanterman Act.</p> <p>*9/15/2022- Parent perspective/Early Start.</p> <p>*10/20/2022- Parent perspective/School Age.</p> <p>*11/17/2022- Parent&amp; consumer perspective/ transition age.</p> <p>*12/15/2022- Parent &amp; consumer perspective/aging adult.</p> <p>*3/16/2023- POS information meeting.</p> <p>*4/27/2023- Changes in appeal process and HCBS federal compliance</p> |
|                                                                                                | <p>1.B.2 Train/provide New Orientation training for adults/consumers when an individual transitions to managing their own</p>                                                                    | <p>New Staff Orientation</p>                                                             | <p>FY 2024 Update</p> <p>*8/18/2022- Employment opportunities for adult consumers,</p> <p>*10/20/2022- Transition Roadmap by age group part 1,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 | services/supports, including major milestones, including reaching 18 years of age, transitioning from high school, and reaching retirement.                                                                                                                                                                                                                                                                   | (NSOs) will be implemented                                                                               | 12/15/2022- Transition Roadmap by age group part 2,<br>12/15/2022- Parent & consumer perspective/aging adult.<br>8/18/2022- Individual's Rights under the Lanterman Act.<br>2/16/2023- EVV and Coordinated Family Support Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                 | <b>1.B.3</b> Create an understandable Personal Plan tailored to each client that they can keep and review regularly and which documents their progress as a metric. Train CSCs to use Personal Plans with each person served.                                                                                                                                                                                 | Staff will be trained on Person Centered Planning                                                        | *Person Centered IPP Writing E-Learning Module - October 31, 2023, mandatory training, completion due December 4, 2023.<br>*Mains'l, Person Centered Planning Contractor, Scheduled for 1st Quarter 2024. "                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                 | <b>1.B.4</b> Develop best practices training and training methods, including training assessments, for staff that builds trust and long-standing relationships between Regional Center staff and consumers with measurable results.                                                                                                                                                                           | Expand on Inclusion, Equity, and Diversity to be empathic and sensitive                                  | **"Cultural Proficiency 2.0" August & September 2022, January 2023<br>**"Best Practices in Creating Delivering LGBTQ+ **"Cultural Competency" October & November 2022<br>**"Valuing Cultural Diversity" March 2023<br><br>Inclusion, Equity, Diversion Policy - quarterly trainings offered to Staff and Service Providers (July 1-Sept 30, 2022) Cultural Proficiency & Implicit Bias, LGBTQ+ Best Practices. March 2023 Valuing Diversity and Disability Culture(Disability Awareness, Sensitivity & Inclusiveness). June 2023 Resources to Communicating with People with Disabilities (Disability Etiquette)<br><br>*Staff completed DEIB training: "Staff Foundations Training" with Inclusion Counts in November 2021. Empathy was one of the topics shared as it relates to replacing defensiveness with curiosity and empathy. |
| <b>Outreach Focus Area 1.C.</b> | <b>1.C.1</b> Partner with diverse organizations in our community to help raise awareness of the Regional Center and its services and supports to ensure equal access and opportunity for those that may be eligible for Regional Center services. Outreach may include medical and maternity community and local clinics, school districts and early education programs, Los Angeles LGBT Center, and others. | Expand partnerships in the community that will help raise awareness and create access and opportunities. | *Total number of community outreach events attended by DEIB team: 62<br>*Total number of information sessions for schools: 15<br>*Total number of information sessions for social workers and nonprofits on Regional center services and referrals: 21<br>*Presentation provided to NICUs: 0 (one scheduled for 11/13/23 tentatively)<br>*Total number of information sessions for early childhood centers and Head Start programs: 1                                                                                                                                                                                                                                                                                                                                                                                                  |

|                                                                    |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                    |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                       | <p>*Conduct quarterly roundtable sessions to collaborate with community-based (topics and dates): 4 (grantees &amp; CBOs)</p> <p>*LGBTQ+ Best Practices training sessions: pending data</p> <p>*Professional info sessions: 4 (various CBOs and school staff)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                    | <p><b>1.C.2</b> Develop outreach materials and efforts:</p> <ul style="list-style-type: none"> <li>- Early Start Outreach Postcards</li> <li>- Early Start educational and testimonial video</li> <li>- Explore creation of a Parents Speaker Bureau to act as community liaison- Target genetic council centers and services (never too early!).</li> </ul> | <p>NLACRC will continue to develop outreach materials, both electronically and physically, to ensure access in areas where technology is limited.</p> | <p>*Mailed informational handouts to 500 early childhood medical professionals about early start services.</p> <p>*Early Start informational video and roadmap to be finalized by 10/31/2023 and will be promoted via social media and make available on NLACRC website.</p> <p>*Executed Early Start ChildFind Plan to identify outreach activities for unhoused children, children in foster care, Native American infants and toddlers, and other underserved infants and toddlers and their families within our catchment area.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>Providing Diverse Access Information Focus Area 1.D.</b></p> | <p>1.D.1 Define a Multi-cultural Communication Plan that embraces target audience.</p>                                                                                                                                                                                                                                                                       | <p>Increase Awareness of Multi-Cultural Language Access Plan</p>                                                                                      | <p>*From January-May, Bridging Voices-Uniendo Voces conducted listening sessions and a survey as part of a communication assessment of NLACRC’s catchment. Preliminary findings include family’s preference for direct service professionals from their own culture, families from Afghan, Pashtu and Armenia need interpreters who speak Iranian-Farsi dialect, need service-related documents translated into Farsi, existing translating materials need review for accuracy; offer service-related documents in additional languages. The survey found that Farsi and Armenian speakers reported lowest level of language and lower quality interpreters, Spanish speakers reported good language access, both translated and interpretation of information.</p> <p>*In Year 1, coordinate the expansion of translation of Consumer Family Guide, Service Descriptions Insert Brochure, Common Services Brochures, adding Tagalog, Farsi, and Armenian. Availability of the translated documents is in Year 2 – 11/1/2023.</p> <p>*Updating NLACRC website for necessary translations: NLACRC has finalized a contract with PLANETARIA MEDIA, LLC (Web Developer). Objectives for website redesign are: Easier to navigate (User friendly), inviting, warm, culturally, and linguistically diverse and accessible to all who visit, as well as</p> |

|                                                                                                                                                                                                                                                                    |                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                    |                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>inclusive. The website redesign will be divided into 5 phases. Estimated implementation plan: approximately 6-8 months to complete, effective 8/7/23.</p> <p>*DDS has published handouts in multiple languages for our diverse community: pending data to be updated this month</p> <p>*In addition, listening sessions were conducted by Bridging Voices from April-June 30th, 2023. 24 people attended the listening sessions. People who attended the listening sessions were appreciative of the opportunity to be heard and meet others with relatable experiences and languages or cultural groups. People shared gratitude for the services they receive from the center.</p> |
| 1.D.2 Ensure all staff have access to Multi-Cultural Plan that embraces target audiences training and supports, including bilingual supports to ensure all communications use the most appropriate language and culturally aligned terms and definitions. REWORDED | Increase Staff Awareness on Language Access and Commonly Used Verbiage                                          | <p>*Increase Staff Awareness on Language Access and Commonly Used Verbiage</p> <p>*A plain language consultant has been identified and software available to be used agencywide. Pending contract development</p> <p>*Internal documents utilized for IFSP and IPP meetings have been translated into Tagalog, Farsi, and Armenian and will be available for staff to utilize by 10/30/2023.</p> <p>*Outreach Language specialists proficient in Tagalog, Armenian, and Farsi are currently available to assist case management in explaining information to families and consumers in these languages. The specialists are available via hotline, email and during outreach events. Tagalog and Armenian speaking outreach specialists also participate in the support groups in collaboration with FFRC and provide regional center services information and support to Tagalog and Armenian speaking families.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1.D.3 Create focus groups to review and evaluate major communication efforts for individuals and families to ensure materials are meeting the Multi-cultural Communication Plan. REWORDED                                                                          | Communications, brochures, pamphlets, and materials will be in easy-to-read format and be culturally sensitive. | In Year 1, focus groups were not yet created. Community Based Organization Roundtable Discussions participants are able to discuss communication efforts that the regional center can develop to improve and/or expand to better support individuals and families and ensure materials are culturally inclusive and in the primary language of the individuals, including American Sign Language (ASL).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

|  |                                                                                                                                      |                   |                                                                                                                                                                                                                                                                           |
|--|--------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                                                                      |                   | In Year 2, established focus groups will review and evaluation of major communication efforts for individuals and families to ensure materials are culturally and linguistically appropriate.                                                                             |
|  | 1.D.4 Conduct quality assurance for a sampling Individual Program Plans for training opportunities. Case management for the position | Quality assurance | NLACRC has conducted ongoing quality assurance audits since January 2023.<br>*Audits guide the audit and restructuring of training for new and current CSCs, emphasizing IPP quality improvement.<br>*Development of reference tools for CSCs in IPP writing in progress. |

### Focus Area 2 - Development & Growth of an Engaged Workforce

| Sub Area                                        | Specific Strategy                                                                                                                                                                                                                                                                                                                                                          | Goal/Objective                                              | FY 2022-23 Update/Highlights                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Training and Development Focus Area 2.A.</b> | 2.A.1 Provide formal training within each department – initial & ongoing training in skill development, education and system knowledge, etc. ensuring accuracy in communicating with individuals, families, and other key stakeholders regarding services and supports policies, procedures and changes to policies, as well as reflecting the organization’s core values. | Increase knowledge, skills, and abilities of all employees. | *Scorecard/KPI for training consists of technical and non-technical training hours. eLearning module on our Mission, Vision, and Values created and implemented. Quantitative Goal for Training Hours/KPI - 15,000 technical hours and 10,000 non-technical hours. As of Dec. 31, 2022 - 6,321 technical hours and 7,125.5 non-technical-hours.<br><br>*Number of training hours are being tracked monthly.<br>*At the end of FY22-23, the Training Unit surpassed its goal for both technical and non-technical training hours for the Center.<br>*Data taken on 6/30/2023 - Technical Training hours: 16,641. Non-Technical Training hours: 28,663<br><br>*Training evaluation pre-surveys and post-surveys are being tracked via LMS and reports are set to generate each quarter throughout the year. Results for each quarter will be sent to Executive Leadership for review |
|                                                 | 2.A.2 Develop consistency in onboarding procedures across departments.                                                                                                                                                                                                                                                                                                     | Consistency in Onboarding Process                           | *NSO post training surveys conducted per NSO training. Internal training procedures are currently being implemented (i.e., calendar scheduling procedures). NSO redesign with Evelyn in progress. Still using LMS. Procedures are currently                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|  |                                                                                                      |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                                      |                                                                               | <p>being developed and will change slightly with the redesign learning paths.</p> <p>*Training Unit procedures are formalized and implemented regarding specific standard operating procedures (SOPs) as it relates to the Training Unit operations. More to be developed as applicable.</p> <p>*Training evaluation pre-surveys and post-surveys are being tracked via LMS and reports are set to generate each quarter throughout the year. Results will be sent to Executive Leadership for review.</p> <p>*Total new hires that attended first day NSO FY22-23: 122<br/>         *Total new hires that completed NSO learning path in FY22-23: 112<br/>         *Note: New staff attend NSO but could also separate from the agency, go on LOA, or miss one of the quarterly or bi-monthly classes to complete NSO. Typical timeframe to complete NSO is between 6-10 months mostly due to absence, trainer cancellations on quarterly or bi-monthly classes and/or trainer availability when trainers separate from the agency.</p> |
|  | <p>2.A.3 Create/provide and market pathways for career advancement and professional development.</p> | <p>Provide pathways for careers advancement and professional development.</p> | <p>Established new career pathways, enhancing professional growth opportunities, including the following:<br/>         Within Case Management CSCs can advance to Lead CSCs, Specialists, Supervisors, and higher positions.<br/>         Within Office Services, Receptionists may advance to Office Assistants I-III, Administrative Assistant and Executive Administrative Assistant.<br/>         Also, within Office Services, Office Assistants may advance from level I - III, Administrative Assistant and Executive Administrative Assistant.<br/>         Within Community Services, Community Services Specialists may advance to Supervisor, Manager, and Director, or cross departmentally to a case management Specialist position, Lead</p>                                                                                                                                                                                                                                                                               |



|                                                                                                                                   |                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                   |                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>CSC Trainer, Supervisor (Bachelor's or Master's), Manager, and Director.</p> <p>Within Accounting, Accounting Specialist may advance to Senior Accounting Specialist, Junior Accountant, Accountant, Supervisor, Controller.</p> <p>Within Clinical Services, a clinician may advance to Supervisor, Manager, or Director.</p> |
| 2.A.4 Align employee selection, onboarding, training, and evaluations with our organizational values.                             | Promote organizational values in all facets of the onboarding process. | <p>*NLACRC's Values are currently embedded in recruitment, including screening, and trainings.</p> <p>*NLACRC Core Values are being implemented in all New Staff Orientation (NSO) courses. This includes instructor led and eLearning modules that are in development at the Center. A dedicated NLACRC Core Values training exercise is conducted on the first day of NSO by the Training &amp; Development Supervisor. A dedicated eLearning module is available via NLACRC's eLearning catalog in LMS for all-staff to enroll.</p>                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                   |
| 2.B.1 Examine the impact of Healthy Work/Life Balance including remote and hybrid work options on job satisfaction and retention. | Increase healthy work life balance and satisfaction.                   | <p>*Hybrid schedule options available to most positions</p> <p>*8 schedule types offered including flex (9/80) work options</p> <p>*Pending Health Assessment Index from Broker and Retention Metrics</p> <p>*Pending Satisfaction Surveys</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                   |
| 2.B.2 Review technology to provide quantitative data metrics.                                                                     | Assess current systems related to technology.                          | <p>Staff were surveyed in December 2022 regarding the effectiveness of their technology. 187 staff responded to the survey. Out of the 31 questions the following issues were identified:</p> <p><b><u>Support Issues:</u></b></p> <p><b><u>Lack of Responsiveness of IT Staff</u></b> - 39% of respondents indicated that they were not receiving technical support in time. <i>Action</i> - IT staff resourcing was assessed. Staff returned to the office 4 days a week rather than the required 2 days a week. Scheduling was reviewed to make sure that 2 staff were available to handle phone calls at all times and were not pulled off for project work.</p> <p><b><u>Dignity and Respect</u></b> - 12 out of the 187 staff reported that they felt they had not been treated with dignity by the IT Support</p> |                                                                                                                                                                                                                                                                                                                                   |

|  |                                                                                             |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--|---------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                             |                                                          | <p>staff. <i>Action</i> - The IT Support Manager followed up with the 12 people reporting this to determine what happened and take any corrective action. All staff will be attending DEIB training.</p> <p><u>Employee Support Issues</u> - 83 out of the 187 staff reported some specific questions or problems with their technology. <i>Action</i>: The IT Support Manager reached out to each of the staff members and addressed their issues.</p> <p><u>IT Training</u> - 58% of the respondents indicated that they would like to receive additional training in the technologies being used by the agency. <i>Action</i> - An IT Training Specialist was added to the staffing plan</p> <p><b><u>Infrastructure Issues</u></b></p> <p><u>VPN Issues</u> - 16% of the respondents indicated that they were having problems connecting to their VPN on a weekly or monthly basis. <i>Action</i> - IT added new VPN that is easier to use, conversion will be done by the middle of December 2023. A new Internet service provider (ISP) speed upgrade in progress eta December 2023.</p> <p><u>Phone system</u> - The phone system was reported as the biggest problem and was replaced in all offices with Ring Central, in November 2023. This allows staff to answer calls from their computer or cell phone and provides supervisors with reporting of calls answered, abandoned, abandoned with voice mail, and average call time. The addition of eFaxing and Texting is also improving communication.</p> <p>The Fall 2023 Survey - Will be completed by the end of December 2023. Results from December 2022 will be compared.</p> |
|  | <p>2.B.3 Interview Staff to find manual-intense workload areas that can be streamlined.</p> | <p>Gather input from staff on how to streamline work</p> | <p>Departmental Issues - Identify pain points by department and determine the resolutions.</p> <p>Management brings the issues to Modernization Committee for assessment. Staff also approach IT directly and their requests are gathered and routed through appropriate management chains.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|                                                                                              |                                                                                                     |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                              |                                                                                                     |  | <p>Cross Departmental Issues - Cross departmental processes that affect technology are identified through IT business analysis, and complaints and are investigated and address through process change and technologies.</p> <p>New initiatives from DDS - Create manually intense workloads since they usually don't have a clear business process and technology solution when the directive is provided. Temporary solutions are developed until DDS can provide clearer direction and modifications to their existing technologies.</p> |
| 2.B.4 Support Supervisors to do their job more efficiently by eliminating manual labor.      | Gather input from leadership on how to streamline work                                              |  | Monthly Meetings - Regular meetings with Case Management, Accounting and Records and Document Management regarding target areas for improvement and the status of their projects.                                                                                                                                                                                                                                                                                                                                                           |
| 2.B.5 Practice quality hiring practices.                                                     | Expand upon best practices for hiring                                                               |  | <p>Kicked off in Sept 2022 which revamped the hiring process.</p> <p>*Developed KPIs: open requisitions, time to fill and Turnover. Quantative Goal KPI Time to Fill - 30 days.</p> <p>*YTD at 68 days time to fill.</p> <p>*Quantative Goal KPI Turnover - As of Jan 1, 2023 24%. As of June 30th, 15% Turnover Rate</p> <p>*For FY 22-23, the average satisfaction rating for the New Hires onboarding experience was 87%</p>                                                                                                             |
| 2.B.6 Examine Exit Interviews in depth and create Action Plans from feedback, when possible. | Enhance efforts to understand the factors related to exit and apply strategies to foster retention. |  | <p>Completed over 50 exit interviews in the categories of personal, employment, retirement or other.</p> <p>*Personal (28), Other (4), Relocation (1)</p> <p>We have started offering:</p> <p>*Tuition reimbursement</p> <p>*Employee events, harvest festival</p> <p>*CM streamlining processes - training - and providing CSCs with a training manual</p>                                                                                                                                                                                 |
| 2.B.7 Re-launch an annual Employee celebration to share successes and accomplishments.       | Employee recognition                                                                                |  | <p>*October 2022 - Harvest Festival Event in each office</p> <p>*December 2022 - Holiday Lunch onsite, each unit, each office</p> <p>*April 2023 - Ice Cream Social at each office</p> <p>*May 2023 - Employee Appreciation Event, all staff</p> <p>*June 2023 Service Awards Breakfast for 5, 10, 15-year, staff.</p>                                                                                                                                                                                                                      |

|                                                         |                                                                                               |                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Promoting Teams and Teambuilding Focus Area 2.C.</b> | 2.C.1 Assess workload issues by job classifications and address workload imbalance.           | Review classifications and workload imbalances.               | *Caseload ratio reviewed, and staffing projections are made each month by Human Resources; funding for positions is vetted with CFO.<br><br>*Over 50 open CSC positions.<br>*Avg time to fill 110 days. Goal is 30 days.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                         | 2.C.2 Explore team structure by areas of expertise, knowledge, skill-base, and/or experience. | Assess current team structures                                | Restructure implemented upon hire of CFO, removing Community Services and Information Technology from reporting to this position, Community Services assigned to Chief Consumer and Community Services and temporarily assigned to Executive Director; upon hire of Human Resources Director, Public Information and Legislative Outreach removed, reassigned to position of Deputy Director.                                                                                                                                                                                                                                                                                  |
|                                                         | 2.C.3 Utilize Information Technology to help build/support team structures.                   | Increase use of effective technology.                         | *Assessing tools and resources that would give us the ability to evaluate the core competencies of our teams.<br><br>*Qualitative Measure: HPWS (High Performance Work System) includes highly effective meetings, collaborating, fully engaged. Employee Engagement - actively engage will be the next key measure                                                                                                                                                                                                                                                                                                                                                            |
|                                                         | 2.C.4 Create training tools database to support supervisors in training their teams.          | Promote training tools and resources for a growing workforce. | *Training content library available via SharePoint that contains companywide training materials. Assists supervisors with tools through various training requests. Assessing various content libraries that will provide leadership/management training tools for our management staff.<br><br>*An eLearning catalog has been implemented and is available for all staff to self-enroll in various trainings at the Center including New Staff Orientation trainings. Select NSO classes are being identified and redesigned via eLearning modules in the Center's LMS. All eLearning modules are available in our eLearning catalog for staff to review and access on-demand. |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>Resources available as of September 2023 include:</p> <ul style="list-style-type: none"> <li>*1) NLACRC Training SharePoint - 492 active resources (253 archived) (PDF, Doc, Images, Shortcuts/Links, Excel, PowerPoints, Videos/MP4s) Categories include the following:</li> <li>*LMS How-tos and instructional guides (7)</li> <li>*New laptop instructions (7)</li> <li>*Microsoft Office 365 (9) - including links to MS website for tutorials on all products.</li> <li>*Microsoft Teams specific (11)</li> <li>*SANDIS (103)</li> <li>*Therefore (57)</li> <li>*HIPAA (3) - rollout schedules and instructions to access training.</li> <li>*New Staff Orientation (222)</li> <li>*Mandated Reporting (2)</li> <li>*Case Management Specific Training (54) - From years 2020-2023 including a manual and tools for Person Centered IPP Writing, checklists, guides/samples in conjunction with eLearning modules in our LMS.</li> <li>*National Voter Registration Act (3) - rollout schedules and instructions to access training.</li> <li>*Self Determination Program (5)</li> <li>*Zoom instructions (1)</li> <li>*Useful links (8)</li> </ul> <p>2) eLearning Catalog in NLACRC Learning Management System (LMS) - 20 eLearning modules. These courses can be taken and retaken at any time for all employees at the Center. Person Centered IPP Writing Refresher course to be added in November 2023.</p> <p>*Training tools promoted in our eLearning Catalog in our LMS. All staff may self-enroll at any time. Communication about the implementation of the catalog was sent to staff in June 2023. If a required training is added to the catalog, email communication is sent to staff. All new hires are trained on how to access the Training SharePoint and eLearning catalog.</p> |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |                                                                                    |                                                             |                                                                                                                              |
|--|------------------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
|  | 2.C.5 Create opportunities for staff to be involved in cross departmental efforts. | Solicit staff to be involved and to help improve processes. | No activity in Year 1<br><br>*Currently assessing tools for staff to be involved with process review, revision, or creation. |
|--|------------------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|

### Focus Area 3- Employment and Day Services

| Sub Area                                                 | Specific Strategies                                                                                                                                                                                   | Goal/Objective                                | FY 2022-23 Update/Highlights                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Training, Education and Awareness Focus Area 3.A.</b> | 3.A.1 Ensure individuals and families know what their employment and meaningful day opportunities are. Support individuals and families to think creatively about what employment might mean to them. | Increase awareness on potential opportunities | <ul style="list-style-type: none"> <li>*32 resources shared from November 2022 to July 2023</li> <li>*13 Resources shared from April to May 2023</li> <li>*Employment is for Everyone Webinar series (News You Can Use)</li> <li>*Job fair Event -Join Us in Raising Autism Awareness This Month &amp; Resource Fair April 30th (News You Can Use)</li> <li>*TTC College Programs (News You Can Use)</li> <li>*Free Community Event Annual Community Resource Fair</li> <li>*Swap &amp; Pop a Pop-up Thrift Shop (News You Can Use)</li> <li>*DWP Women Career and Wellness Expo</li> <li>*Youth Career Expo May 12th 2023 (News You Can Use)</li> <li>*Employer Seminar (News You Can Use) - Antelope Valley Transition Fair</li> <li>*Jobs and Resources for Teen Foster Youth -EPDB Angeleno Corps Flyer</li> <li>*DDS Grant Employment Soft Skills Training at JNCS</li> <li>*Joyful Living Resources Fair and Career Fair</li> <li>*ELCA Our Spot Teen flyer info.</li> <li>*From June 2023 to July 2023: 1 employment resources shared: Amazon employment opportunity</li> </ul> |
|                                                          | 3.A.2 Support Individuals to sustain employment, once achieved, including helping individuals understand the benefit of employment support/service to help individuals succeed.                       | Supporting individual's success in employment | FY 2023-2024 Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                          | 3.A.3 Continue to train staff on employment/day opportunities, assessing of                                                                                                                           | Continued focus on staff training.            | From November 2022 to April 2023: 3 staff trainings (Employment 1st, CIE/PIP E-Learning and Dept Of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|  |                                                                                                                                                                                                                           |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | employment goals, creative planning and personal growth (life skills, vocational skills, education, job development and growth) for each individual - transition age youth (~14 years of age) through retirement.         |                                                   | Rehabilitation training) and 172 CIE/PIP plans created within the IPP with employment outcomes. Pending Supported Employment and State Internship Program plans created within the IPP with employment outcomes data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  | 3.B.1 Gather information about employment opportunities in our catchment and collaborate with community partners to educate local businesses regarding the availability of a pool of prospective employees in our system. | Partner with local businesses                     | <p>*From November 2022 to April 2023: 140 contacts made (80 outreach contacts and 19 vendors with a total of 60 contacts). 3 Publications: Workforce Employment Specialist flyer, Workforce Employment Specialist postcards and Paid Internship Program Flyer. Vendors requested assistance with 16 consumers. 29 consumers emailed for assistance in employment services. 8 emails to Case Management (CM) to initiate referral on employment services. 18 emails to Case Management to follow up on current Paid Internship Program/Competitive Integrated Employment services. Case Management emailed Workforce Employment Specialist (WES) and requested assistance with 3 consumers.</p> <p>*May 2023 Attempted collaboration with Muralism (Ernie Merlan) and Amazon Staffing Coordinator (Denise Barajas). Connected with Melanie Cotterrell for Operation School Bell resource to collaborate with employment resources.</p> <p>*June 2023 collaborated with USC for their Cultural Education Festival; promoted Jay Nolan's collaboration with the USC UCEDD Robotics Program</p> |
|  | 3.B.2 Help connect the Regional Center with employers in our local communities and educate employers on how NLACRC and people served can benefit their company and their workforce.                                       | Increase contacts and partnerships with employers | From January 2023 to May 2023: Workforce and Employment Specialist attended Santa Clarita Valley Mayor Committee Breakfast 2/28/2023. Attended Antelope Valley Ambassadors meeting at Chambers of Commerce 3/22/2023. Attended April Business After Hours Mixer at College of the Canyons 4/19/2023. From April 2023 to May 2023: 99 Community employers visited and given Paid Internship Program flyer. From June 2023 to July 2023: 60 Community employers visited and given Paid Internship Program Flyer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|                                                                        |                                                                                                                                                                                                                                                                                                      |                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                        | <p>3.B.3 Utilize the 1-year workforce grant to hire a specialist level position to do outreach activities in the business community about the benefits of hiring individuals with developmental disabilities and support development of relationships between providers and community employers.</p> | <p>Increase contacts and partnerships with employers</p>                                             | <p>*From August 2022 to May 2023: Attended 26 employment outreach events/ employment related workshops. Pending Dept Of Rehabilitation/ Supplemental Security Income workshops for consumers and families, 30 total incoming calls to workforce employment hotline</p> <p>From June 2023 to July 2023: Attended 12 employment outreach events/ employment related workshops. Pending Dept Of Rehabilitation/ Supplemental Security Income workshops for consumers and families, 32 total incoming calls to workforce employment hotline</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                                                        | <p>3.B.4 Increase utilization of incentives to promote employment and vocational outcome.</p>                                                                                                                                                                                                        | <p>NLACRC will increase utilization of incentives to promote employment and vocational outcomes.</p> | <p>FY 2023-2024 Update</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>Improve Information and Needs Assessment Focus Area 3.C.</b></p> | <p>3.C.1 Host an annual (or semi—annual) “Meeting of the Minds” employment resources – potential partner agencies, providers, and other potential employment partners to share resources, brainstorm job creation and development.</p>                                                               | <p>Hosting events and partners</p>                                                                   | <ul style="list-style-type: none"> <li>*Free film screening and panel discussion on the Hearts of Glass (News You Can Use)</li> <li>*Antelope Valley Disability Resource Fair (News You Can Use)</li> <li>*Life after High School Career Fair</li> <li>*LA Mission College - Basic Needs Week (News You Can Use)</li> <li>*Three New Business Opportunities at LA County</li> <li>*MBK Flyer Job Opportunity</li> <li>*Justice Wellness Event (Social Media)</li> <li>*Goodwill Retail Dept Hiring Event (News You Can Use)</li> <li>*Santa Clarita Valley Mayor Committee Zoom 6/8/2023</li> <li>*DDS CIE Project: Robotics Programming Zoom 6/15/2023</li> <li>*CAAP June Meeting 6/20/2023</li> <li>*College of the Canyons Performing Arts Center for Yes I Can Award Ceremony 6/24/2023</li> <li>*Site Visit USC UCEDD Robotics Programming 6/26/2023</li> <li>*Employment Workgroup Meeting DDS 6/26/2023</li> <li>*CA NEON Competitive Integrated Employment Community of Practice, Session 1 6/28/2023</li> </ul> |



|                                                      |                                                                                                                                                                                         |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      |                                                                                                                                                                                         |                                                                                | *Employment Discussion with Venus Rodriguez- Khorasani 6/30/2023<br>*Resource Subcommittee for Education Festival Fair 6/30/2023                                                                                                                                                                                                                                                                                                                                                                         |
|                                                      | 3.C.2 Explore utilization of the 1-year workforce employment grant staff to develop and implement an employment “hotline”.                                                              | Service Access and Equity Workforce Grant                                      | **"Spring 2023 Community Resource Collaborative" 4/18/2023<br>*From September 2022 to July 2023: 32 calls to hotline total                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Resource and Fund Development Focus Area 3.D.</b> | 3.D.1 Connect people served/families with Small Business Administration (SBA), Los Angeles County (or other vendors) workshops on starting your own business.                           | People served/Families/Vendors will partner with Small Business Administration | *April Business After Hours Mixer at College of the Canyons 4/19/2023 Parents of Adult Consumers Support Group 3/22/2023<br>*From February 2023 to May 2023: 1 contact with Antelope Valley Ambassadors from Chamber of Commerce and 0 workshops on starting businesses. From June 2023 to July 2023: 0 contacts with SBAs and 0 number of workshops on starting businesses.<br>*Cristina Preuss advised Workforce Employment Specialist to connect with ICC- Fernando Gomez-- email sent July 10, 2023. |
|                                                      | 3.D.2 Collaborate with service providers and partners to increase independent employment by supporting, where possible, providers to explore grant opportunities for Micro Enterprises. | Promote Microenterprises                                                       | *Job Fair hosted by COUNCILWOMAN 3/23/2023<br>*July 10, 2023 Emailed Fernando Gomez to discuss Microenterprises fair.                                                                                                                                                                                                                                                                                                                                                                                    |

#### Focus Area 4 – Health and Wellness

| Sub Area                                                 | Specific Strategies                                                                                                                                                                                            | Goal/Objective                                                                                                                             | FY 2022-23 Update/Highlights                                                                                                                                                                           |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Training, Education and Awareness Focus Area 4.A.</b> | 4.A.1 Provide training on general mental health conditions, generic resources and crisis services to individuals and families, Regional Center staff, providers and other community stakeholders and partners. | Training on health and wellness topics, generic resources, and crisis services for staff and community partners, including crisis services | No Activity in Year 1<br><br>Activity planned for Year 2; including partnership with the Los Angeles County Department of Mental Health to offer training to consumers and caregivers in FY 2023-2024. |
|                                                          | 4.A.2 Engage individuals/families in mental health discussions through expanding support groups with additional support                                                                                        | Promote discussions with supports groups and individuals served                                                                            | In Year 1, NLA promoted Mental Health support groups put on by the LACDMH through our website Calendar of Events and our News You Can Use.                                                             |

|  |                                                                                                                                                                                                                                                                                              |                                                                                                                              |                                                                                                                                                                                                                                     |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | provided, if requested, via guest speaker, etc.                                                                                                                                                                                                                                              | on health and wellness topics.                                                                                               | *There are support groups such as FFRC or more feasible existing support groups where we can look to add or invite mental health speakers.                                                                                          |
|  | 4.A.3 Connect with Family Focus Resource Center (CSUN), State Council on Developmental Disabilities (SCDD), others on existing Health & Wellness resources that can be used in communications for <i>News You Can Use</i> , social media townhall, Cafecito training opportunities or other. | Include health and wellness component into grassroots outreach efforts and partnerships with stakeholders.                   | No Activity in Year 1.                                                                                                                                                                                                              |
|  | 4.A.4 Develop a taskforce or committee/mental health (or explore existing taskforces).                                                                                                                                                                                                       | Develop or join existing taskforce or workgroup related to health and wellness.                                              | *NLACRC participates in a monthly collaborative mental health meeting with the LA County Dept of Mental Health and the Systems of Care Interagency Leadership Committee which includes leadership from Department of Mental Health. |
|  | 4.A.5 Explore the feasibility of creating a staff position of mental health specialist position to facilitate engagement with case management to help raise awareness of mental health issues, early warning signs/needs, etc.                                                               | Adding a mental health specialist can enhance early detection and support for individuals, improving their mental well-being | No Activity in Year 1.                                                                                                                                                                                                              |
|  | 4.A.6 Promote use of Human Resource Employee Assistance Program (EAP) services to support employee health and wellness.                                                                                                                                                                      | Promotion of Employee Assistance Program                                                                                     | *10 EAP sessions YTD.<br>*Currently using ADP to passively promote the EAP.                                                                                                                                                         |

### Focus Area 5 – Housing

| Sub Area                                               | Specific Strategies                                                             | Goal/Objective                                                                                                           | FY 2022-23 Update/Highlights                                                                                                                                                                    |
|--------------------------------------------------------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training, Education and Awareness<br>Focus Area<br>5.A | 5.A.1 Train people served/families of all housing options and generic services. | The community will be informed of Regional Center housing options, generic resources and supports available for housing. | *In Year 1, researched and compiled housing resources, coordinated the townhall for community regarding the availability of the housing information, and developed training for internal staff. |

|  |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                             | <p>*November 2022, conducted a training on accessible housing with the Consumer Advisory Committee with over 50 consumers and staff.</p> <p>Gould Consulting, consultant, provided training to Consumer Services Supervisors on geographic-specific training on housing through HUD and Section 8. Training covered eligibility, application processes, and contact information.</p> <p>*In June of 2023 we officially published our Webpage on Generic Housing Resources:</p> <p><a href="https://www.nlacrc.org/consumers-families/housing-resources">https://www.nlacrc.org/consumers-families/housing-resources</a></p> <p>Links published on the Housing webpage include:</p> <ul style="list-style-type: none"> <li>-California Department of Housing and Community Development</li> <li>-LA County Affordable Housing</li> <li>-Housing Authority of the County of Los Angeles</li> <li>-Housing Authority of the City of Los Angeles</li> <li>-Orange County Housing Authority</li> <li>-San Diego Housing Commission</li> <li>-Habitat for Humanity of Greater Los Angeles</li> <li>-Mercy Housing for California</li> <li>-Southern California Association for Nonprofit Housing</li> </ul> |
|  | <p>5.A.2 Train CSCs to ensure staff are aware of all housing options and generic services that support housing choices; and that CSCs engage in milestone planning that supports people served as they increase their independence. Milestone planning may include identifying needed resources, skill development, financial considerations, different housing options, and milestones.</p> | <p>All Case Management staff will be competent in facilitation and education on the options of housing.</p> | <p>* Nov 2, 2022 conducted a training on accessible housing with the Consumer Advisory Committee on with over 50 consumers and staff.</p> <p>*Actively promoted and shared housing information via social media and our News You Can Use - for example when the LAC Section 8 Housing Vouchers Waiting List opened in October 2022. We promoted very strongly across social media and News You Can Use emails.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|  |                                                                                                                                                                          |                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>5.A.3 Utilize outreach – brochures, NLACRC.org or other– to increase awareness of information on housing options and generic supports for pursuing housing goals.</p> | <p>Disseminate information on housing options, generic resources and supports available for housing in multiple languages that reflect NLACRC’s community.</p> | <p>In June of 2023 we officially published our Webpage on Generic Housing Resources:</p> <p><a href="https://www.nlacrc.org/consumers-families/housing-resources">https://www.nlacrc.org/consumers-families/housing-resources</a></p> <p>Links published on the Housing webpage include:</p> <ul style="list-style-type: none"> <li>-California Department of Housing and Community Development</li> <li>-LA County Affordable Housing</li> <li>-Housing Authority of the County of Los Angeles</li> <li>-Housing Authority of the City of Los Angeles</li> <li>-Orange County Housing Authority</li> <li>-San Diego Housing Commission</li> <li>-Habitat for Humanity of Greater Los Angeles</li> <li>-Mercy Housing for California</li> <li>-Southern California Association for Nonprofit Housing</li> </ul> |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                             |                                                                                                                                                                                                           |                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Impacting the Availability of Housing Focus Area 5.B</b> | 5.B.1 Support and work with ARCA to support legislation that provides for greater housing options, including Additional Dwelling Units (ADUs), for people we serve.                                       | Collaborate and partner with ARCA to sponsor and address legislation to advocate for increased housing options.                                                   | *Affordable and accessible housing was a top-five issue in our Fall 2022 candidate questionnaire; and was also a priority during the Spring 2023 legislative advocacy efforts.                                                                                                                                                                                         |
|                                                             | 5.B.2 Advocate for updates for Community Care Licensing through Department of Social Services to better take advantage of housing options.                                                                | Collaborate and partner with Community Care Licensing to discuss regulations.                                                                                     | NLACRC & Community Care Licensing (CCL) meet quarterly.                                                                                                                                                                                                                                                                                                                |
|                                                             | 5.B.3 Continue to apply for housing development funding through the Department of Developmental Services (DDS), including for use of development of Family Home Agencies (FHA)s, as needed and available. | Secure CRDP Funding for Housing Development from DDS.                                                                                                             | FY 22-23 CPP/CRDP Proposal Plan approved by DDS. NLACRC has 4 new developments in progress.<br>1) Children's Group Home- Level 4I<br>2) Children's Enhanced Behavior Support Home (EBSH)<br>3) Adult Male Enhance Behavior Support Home (EBSH)<br>4) Adult Male Enhance Behavior Support Home (EBSH).<br>Projects 2-4 approved for Acquisition & Rehabilitation Funds. |
| <b>Innovation Focus Area 5.C</b>                            | 5.C.1 Explore creating a position for a Community Housing Liaison to be a bridge between our community, housing experts and internal needs.                                                               | Hire a new position to liaison with community, experts, and with staff.                                                                                           | No Activity Year 1                                                                                                                                                                                                                                                                                                                                                     |
|                                                             | 5.C.2 Collaborate creatively with providers to find solutions to housing options and financial availability.                                                                                              | Develop a Housing Committee comprised of consumers, families, advocates, and providers to collaborate on innovative solutions to the housing needs and resources. | No Activity Year 1                                                                                                                                                                                                                                                                                                                                                     |
|                                                             | 5.C.3 Collaborate with providers to create provider succession planning and retain housing options within our community.                                                                                  | Implement within the Housing Committee.                                                                                                                           | No Activity Year 1                                                                                                                                                                                                                                                                                                                                                     |
|                                                             | 5.C.4 Develop and promote knowledge and awareness of housing trusts, housing endowments and other.                                                                                                        | Collaboration with Board of Trustees and Parents on possible housing endowments.                                                                                  | No Activity Year 1                                                                                                                                                                                                                                                                                                                                                     |

**North Los Angeles County Regional Center  
Report on New Vendorizations  
FY2023-2024, Q1: 07/01/2023 - 09/30/2023**

| Count | Approval Letter Signed | Vendor Name                          | Vendor # | Service Code | Service Description                                | Residential Service Level | Area Served |     |    | Effective Date |
|-------|------------------------|--------------------------------------|----------|--------------|----------------------------------------------------|---------------------------|-------------|-----|----|----------------|
|       |                        |                                      |          |              |                                                    |                           | SFV         | SCV | AV |                |
| 1     | 10/20/2023             | Gibraltar Home Health Services       | PL2147   | 062          | Personal Assistance                                |                           | X           |     |    | 6/1/2023       |
| 2     | 10/11/2023             | Agbede, Sonny dba Eunice Home II     | PL2069   | 109          | Supplemental Program Support for H32892-915 (L4G)  |                           | X           |     |    | 3/4/2020       |
| 3     | 10/19/2023             | G&C Adult Residential Facility       | PL2185   | 109          | Supplemental Program Support for PL2184-113 (SRF)  |                           | X           |     |    | 6/1/2023       |
| 4     | 6/28/2023              | G&C Adult Residential Facility       | PL2184   | 113          | Specialized Residential Facility                   | SRF                       | X           |     |    | 5/1/2023       |
| 5     | 10/19/2023             | My Valley Community Services         | HL1057   | 520          | Independent Living Services (1:1)                  |                           | X           | X   |    | 11/1/2023      |
| 6     | 8/25/2023              | Blue Livin' Supports                 | HL1039   | 525          | Social Recreational Program                        |                           | X           | X   | X  | 5/1/2023       |
| 7     | 10/11/2023             | ABA Therapy Partners                 | PL2203   | 612          | Behavior Analyst                                   |                           | X           | X   | X  | 9/1/2023       |
| 8     | 10/11/2023             | ABA Therapy Partners                 | PL2204   | 615          | Behavior Management Assistant                      |                           | X           | X   | X  | 9/1/2023       |
| 9     | 10/19/2023             | Cicekci, Dr. Jibid                   | PL2192   | 672          | Educational Psychologist                           |                           | X           | X   | X  | 9/1/2023       |
| 10    | 9/15/2023              | VIP Medical Supply                   | PL2182   | 725          | Durable Medical Equipment                          |                           | X           | X   | X  | 5/1/2023       |
| 11    | 10/19/2023             | Gibraltar Home Health Services       | HL1051   | 854          | Home Health Agency                                 |                           | X           |     |    | 8/1/2023       |
| 12    | 8/25/2023              | Prime Home Health                    | HL1031   | 862          | In-Home Respite Services Agency                    |                           | X           | X   | X  | 4/1/2023       |
| 13    | 8/25/2023              | Gibraltar Home Health Services       | HL1049   | 862          | In-Home Respite Services Agency                    |                           | X           |     |    | 8/1/2023       |
| 14    | 9/13/2023              | Ethos Therapeutics                   | HL1048   | 880          | Transportation Additional Component for PL1796-055 |                           | X           |     |    | 7/1/2023       |
| 15    | 10/24/2023             | AAA Home Care                        | PL2193   | 896          | Supported Living Services                          |                           |             |     | X  | 9/1/2023       |
| 16    | 7/5/2023               | Wellbe Home Inc. Dba Van Noord Manor | HL1046   | 915          | Adult Residential Facility                         | level 3-S                 | X           |     |    | 7/1/2023       |
| 17    | 7/26/2023              | Grace Care Home                      | HL1050   | 930          | Intermediate Care Facility                         | DD-N                      | X           |     |    | 6/1/2023       |
| 18    | 9/1/2023               | Momentum Agencies - Ranch            | HL1058   | 935          | Intermediate Care Facility                         | DD-N                      | X           |     |    | 9/1/2023       |

North Los Angeles County Regional Center  
**Strategic Planning Committee Meeting Minutes**

August 7, 2023

**Present:** Leticia Garcia, Ana Quiles, Brian Gatus, Lillian Martinez, Ruth Janka, Evelyn McOmie, Cristina Preuss, Daniel Ortiz- Committee Members

Ruth Janka, Elizabeth Alvarez, Liliana Windover, Vini Montague, Hailey Lauderdale, Cristina Preuss, Evelyn McOmie, Arshalous Garlanian– Staff Members

Ami Sullivan - Kinetic Flow, Jasmine Barrios-Minutes Services - Guests

**Absent:**

---

**I. Call to Order & Introductions**

Ruth Janka called the meeting to order at 6:01 pm.

**II. Public Input**

No public input

**III. Consent Items**

A. Approval of Agenda

Ruth announced that Committee Business, Item B: Volunteer to serve as Committee Chair will be for the FY2023-24 year, and not FY2022-23 as listed on the agenda.

Leticia Garcia proposed that Committee Business, Item D: Individual and Family Satisfaction Survey be moved to the top of the agenda to be most efficient with the time that we are with Kinetic Flow.

**M/S/C** (L. Garcia/B. Gatus) To approve the agenda as revised

B. Approval of Minutes of May 1<sup>st</sup>, 2023 Meeting

**M/S/C** (L. Martinez/A. Quiles) To approve the meeting minutes as presented

**IV. Committee Business**

A. Individual and Family Satisfaction Survey - Ami Sullivan, Kinetic Flow

Ami, from Kinetic Flow reviewed the information as presented in the packet. Ami presented an updated timeline, draft survey and other recommendations. The Committee is being asked for any noted revisions for the draft survey and survey invite.

1. Timeline Update

This was created based on recommendations from the Committee based on noted milestones. The timelines indicates that NLA will mail/email out notifications on August 24<sup>th</sup>, Online data collection to begin on August 24<sup>th</sup> and online data collection closes on September 12<sup>th</sup>. With the end of the online data collection, telephone interviewing and SMS data collection will open on September 12<sup>th</sup>. All collections are closed by October 23<sup>rd</sup> and reports will be presented to the Strategic Planning Committee on January 10<sup>th</sup>, 2024.

2. Draft Survey

This document was reviewed as presented in the packet. Online, SMS and phone interviews are all different ways to collect data, based on what is most convenient for the individual. Phone interviews will meet the needs of consumers and as such, there will be some fluctuation in questions.

The questionnaire is broken down into multiple sections and answers are on a 5-point, unbalanced scale. Scores within the 3-4 range are still positive. The questions notated in green are questions that were on a previous survey, the survey has been expanded from 20 questions to 34 questions. Time frame for completion can vary, but hovers around 12 minutes.

In reference to question 24, Leticia Garcia requested the inclusion of a question regarding how long it took for the consumer to actually receive service. An open-ended response was created to ask “Can you tell us what services or support you were not able to receive or that was substantially delayed and why?”

Other recommendations from Leticia include a follow up to question 28 that asks: “Were you provided information on service providers that offer supported employment, independent living skills, etc.” A review of instances of “etcetera” will be conducted to insert terms.

3. Draft Survey Invitation

Ami reviewed this information as presented in the packet. The invitation will go out both via regular mail and email.

4. Survey Crosswalk

This document was created to ensure that each survey question corresponds with an outcome metric of the Strategic Plan. It outlines the measure and metric and what questions correspond. This will allow the Committee and Board to review the areas in which there is the greatest needs.

5. Recommend January 8, 2024 Meeting to review Satisfaction Survey Report

This item was reviewed under Item B 2. Meeting Schedule. The Committee will review all of the above listed documents and submit their feedback to Ami Sullivan via email by the close of business on Monday, August 14<sup>th</sup>.

B. NLA Purchase of Services Expenditure Data – Ruth Janka  
Ruth reviewed the information as presented in the packet.



1. Committee Policies & Procedures

The duties of the Committee shall be to participate in the development of NLACRC's strategic plan, performance contract and make recommendations to the Board of Trustees on adopting and modifying goals and objectives contained in the performance contract. The committee may advise to the Board of Trustees on developing a long-range resource development plan and participate in the strategic planning of types of services needed. At the direction of the Board, the SPC may be required to develop recommendations for the Board's consideration in other areas, such as pending legislation, housing, or other activities that may require NLACRC to utilize a community forum for input.

2. Review Committee Critical Calendar

Ruth proposed that the Critical Calendar be revised to include the selection of a Committee Chair to the August Meeting. Also, as the performance contract is now due each fiscal year, the current contract is 18-months long, a review draft is not needed in August. As such, it was proposed that the Performance Contract draft be reviewed in February and approved in May for submission to DDS for FY2024-25.

In regards to POS Expenditure Data, the Disparity Committee will review comparative data such as expenditures by diagnosis, location and ethnicity and make recommendations. Based on that information, the Consumer Services Committee will make determinations on actions based on the data. The Strategic Planning Committee determined to eliminate the quarterly Disparity Committee POS Expenditure review from the Committee calendar.

Leticia recommended that the RFPs for surveys be added to the critical calendar to allow for the Committee to plan upcoming surveys with more advanced notice. The Committee agreed and the Employment Survey RFP Opening will be added to the November 2023 agenda.

3. FY 2023-24 Meeting Schedule

Currently, the Committee operates on a quarterly schedule. Ruth would like to add the recommendation to hold a meeting on January 8<sup>th</sup> to review the report from Kinetic Flow that will outline the Individual Family Satisfaction Survey before it is presented at the February Board Meeting.

**M/S/C** (L. Garcia/L. Martinez) To approve the addition of a January 8<sup>th</sup> meeting for review of the Individual Family Satisfaction Survey.

4. Board Policy – Employment First

Ruth reviewed this information as presented in the packet. It was noted that this policy sets the expectation that employment will be actively pursued on behalf of those who are seeking to be competitively employed.

C. Volunteer to serve as FY 2023-24 Committee Chair - Ruth Janka

Ruth called for volunteers to serve as Committee Chair, Leticia Garcia was proposed and she

accepted.

**M/S/C** (R. Janka/B. Gatus) To approve Leticia Garcia as the Strategic Planning Committee Chair for FY2023-24.

D. NLA POS Expenditure Data - Ruth Janka

1. Report

The Committee determined that this data will no longer be reviewed in future meetings but was reviewed as presented in the packet before the change was made. Ruth reviewed the data points that was originally requested in terms of expenditures that are seeing increases and improvement by location, diagnosis and ethnicity.

2. Review Process

As discussed previously, the review for this data will occur in the Disparity and Consumer Services Committees.

E. Performance Contract Update -Ruth Janka

1. 2023-24 Performance Contract Metric Update

Ruth reviewed the information as presented in the packet. It was noted that there were measures that were considered “out-of-the-box” measures that were submitted to DDS. Ruth will find those measures and email them to the Committee for review. It was also noted that the Employment Specialist Position is still under recruitment but the Workforce Employment Specialist is conducting outreach and will focus on Case Management. Evelyn McOmie will get the details of the outreach and report back to the Committee.

Data on CIE incentives that shows the total number of competitive integrated employment placements will be shared with the Committee as part of the usual CIE/IP data review at the November Committee Meeting.

After discussion, the Committee made the recommendation to increase the goal for 10 CSC new hires per months as opposed to the currently listed 5 new hires per month.

**M/S/C** (L. Garcia/L. Martinez) To increase the New Hire goals to 10 CSCs per month

F. 2023 Performance Contract June Data - *deferred*

G. Strategic Plan 2026 Metric Updates – Ruth Janka

Ruth reviewed the information as presented in the packet. Highlights include:  
Best practices training and assessments for staff are being developed that twill build trust and longstanding relationships with consumers.

Training is being proposed that is being approved by DDS that includes Humility and Respectful Communication to meet social, cultural and ethnic needs. A webpage has also been created that for mental health and well-being as well as housing resources that are listed on the NLA webpage under Resources.

H. 4th Quarter Community Integrated Employment/Paid Internship Program (CIE/PIP) Report – Evelyn McOmie

Evelyn reviewed the report as presented in the packet. After discussion, the Committee decided to review this information on a semi-annual basis.

- I. 4th Quarter Program Closures Report – Arshalous Garlanian  
Arshalous reviewed the report as presented in the packet. After discussion, the Committee decided to review this information on an annual basis.
- J. 4th Quarter New Vendorizations Report - Arshalous Garlanian  
Arshalous reviewed the report as presented in the packet. After discussion, the Committee decided to review this information on a quarterly basis.
- K. 4th Quarter Health and Safety Exemption Report Submitted to DDS - Arshalous Garlanian  
Arshalous reviewed the report as presented in the packet. After discussion, the Committee decided to sunset the review of this information.

**M/S/C** (L. Garcia/A. Quiles) To approve the updated review frequency for each report as determined by the Committee and to sunset the 4<sup>th</sup> Quarter Health and Safety Exemption report.

**V. Review of Meeting Action Items**

- A. Send the most recent Performance Contract Measures (RCPM) to Ami to reference in revising the draft survey. (Ruth Janka)
- B. Committee to receive the Survey Documents for review and provide feedback to Ami Sullivan via email by Monday, August 14<sup>th</sup>. (Board Support/Committee Members)
- C. Revise the Critical Calendar to reflect the elimination of the POS Expenditure Data Review, the addition of Committee Chair Selection in August and the addition of the Employee Satisfaction Survey RFP to November (Board Support)
- D. Send out updated Performance Measures to the Committee (Ruth Janka)
- E. Identify areas of outreach that the Workforce Employment Specialist has been working on and email the information to the Committee (Evelyn McOmie)
- F. To solicit members for Board Recruitment (Board Members)

**VI. Board Meeting Agenda Items**

The following items were identified for the Committee's section for the next Board Meeting agenda:

- A. Minutes of the August 7, 2023 Meeting
- B. Strategic Plan
- C. 4th Quarter Report on CIE/PIP Activities
- D. 4th Quarter Report on New Vendorizations
- E. 4th Quarter Health and Safety Exemption Report

**VII. Announcements / Information Items / Public Input**

- A. Next Meeting: Monday, November 6, 2023, at 6:00 p.m.

B. Committee Attendance

**VIII. Adjournment**

Leticia Garcia adjourned the meeting at 8:16 p.m.

Submitted by:

(\*) *Elizabeth Alvarez*

Executive Administrative Assistant

(\*) *The majority of these minutes are taken from the Minute Service submission and reviewed/edited as presented herein by NLACRC staff.*

DRAFT

## NLACRC VAC

Recommendation: Bringing it back to basics.

The NLACRC VAC wants to encourage an “all hands-on deck” approach to supporting the regional center’s case management team. During this time of unprecedented labor shortages, we want to encourage a focus or “back to basics” if you will on case management. The VAC would like the Board to consider limiting additional activities that may be considered outside of the scope of NLACRC’s duties to ensure that NLACRC staff have the time dedicated to train and develop personnel. During this critical time, it is imperative that NLACRC’s most knowledgeable personnel, their leadership team, are available and focused on ensuring job knowledge can rapidly move through the organization. Limiting projects not focused on improving infrastructure and organizational development could help overall quality of services.

North Los Angeles County Regional Center  
**Vendor Advisory Committee Meeting Minutes**

October 5, 2023

**Present:** Suad Bisogno, Daniel Ortiz, Bahai Macurshin, Alex Kopilevich, Cathy Carpenter, Masood Babaeian, Cal Enriquez, Dana Kalek, Erica Beall, Jodie Agnew-Navarro, Jacqueline, Octavia, Sharon – **Committee Members**

Ruth Janka, Liliana Windover, Vini Montague, Evelyn McOmie, Gabby Eshrati, Kimberly Visoki, Myra Alvarado, Migali, Fernanda, Kimberly Johnson – **Staff Members**

Michelle Heid (Legucator), Dolly Sharma (Minutes Services) - **Guests**

**Absent:**

---

**I. Call to Order & Introductions**

Suad Bisogno, Chair, called the meeting to order at 9:35 a.m.

**II. Public Input**

No public input.

**III. Consent Items**

A. Approval of Agenda

Michelle Heid requested to move the Legislative Report after the Executive Director's Report, as she would have a conflicting event later in the meeting.

**M/S/C** (Octavia/Sharon) To approve the agenda as amended.

B. Approval of Minutes from the September 7, 2023 Meeting

The second sentence under Internal DOR Referral Criteria had an illegible word. The committee suggested deleting it.

Ruth Janka noted that the Incentive Program was for a \$625 stipend.

**M/S/C** (Sharon /A. Kopilevich) To approve the Minutes as amended

**IV. Executive Director's Report – Ruth Janka**

Ruth Janka presented the NLACRC Human Resources New Hires Report:

Ruth Janka reported that the equity bill AB1147 provides amendments to the Lanterman Act was ordered to be inactive by their Senator. In January 2024, this bill will reactivate, as it is a 2-year bill. Senate Bill 138 was signed into law which would make changes to Regional Center services around crisis and safety. They will now have a 15-day eligibility window to take action.

Ruth Janka stated that in the State Department update, the Direct Service Professional (DSP) training stipend launched. State-wide, there were just over 8,300 DSPs registered to

participate. The state is seeking that the DSPs net \$500 per training for up to 2 courses. For that reason, the stipend was increased to accommodate the taxes associated. NLACRC provides technical support for the DSP training program. There were technical difficulties with people logging in. They had about 150 support tickets to help people access it. DDS also sent out a memo about who is required to have a background check and financial management service payments from Regional Centers. NLACRC is required to make weekly payments to the FMSs to ensure they have the cash flow necessary to make their payments. This practice will be carried out through December 21, 2024.

ARCA did not meet in September, but the next meeting will be in 2 weeks. The State council was doing well with their Strategic Plan and the chair was invited to speak at the White House. For NLACRC's Strategic Plan, the consultant was conducting an Individual and Family Satisfaction Survey through surveys and telephonic interviews. Ruth Janka asked members to support participation in the survey. Data collection will close on October 23, 2023.

Ruth Janka introduced Kimberly Visokey, the new Executive Administrative Assistant to the Board. She announced that this would be Lily's last meeting, as she was retiring. The new Executive Administrative Assistant that will replace Lily will be presented at a later time. Interviews had begun for Deputy Director.

DDS was implementing the Parental Paid Program, which had been paused during the pandemic. This requires that parents with children in 24-hour care pay a fee. Families will get those notices, but NLACRC has few people in out-of-home care.

Daniel Ortiz asked about the email he received about a committee for Self Determination. Gabby Eshrati stated that it was the Local Volunteer Advisory Committee. That process had closed, and they were in the process of interviewing people.

V. **Legislative Report** – Michelle Heid

Michelle Heid presented the Legislative Report:

On September 14, the House worked until midnight to pass hundreds of measures. The Governor has until October 14 to sign, veto, or let the laws pass without his signature. The Governor typically only has an 8-16% veto rate. Vetoes can go back to the Legislature but historically they are not overridden. Action on some of the measures had already begun. Senate Bill 138 could make changes to the NLACRC system and ARCA. The Legislature will fully reconvene for the second year of the 2-year session on January 3, 2024. Other bills in process of interest were listed in the report, including Bill 248 for individuals with intellectual and development disabilities called the Dignity for All Act. This bill was still on the Governor's desk, but a signature is expected before the October 14 deadline.

California Budget and Policy Center Advocacy tips as well as DDS directives were included in the report. Michelle Heid noted that the directive for telehealth for services, including behavior services, will end December 21, 2023. DDS indicated there may be advocacy to assist the extension of the directive. For agencies providing those services, she suggested writing a letter and providing the information to make an educated decision about extending the

directive. Remote day program ILS services will also end at the end of the year.

The DS Task Force, which provides guidance to health and human services, had not met during 2023. Information was included in the report, and they hope to see those groups meet in the future. Stakeholder events continued and summaries were included for the Quality and Incentives Workgroup Meeting, the Performance Measures Workgroup. A report on the Employment Stakeholder group will be presented the following month, as the group was meeting that same day. Work Force Initiatives and the Training Stipend discussed was also in the report.

Information on the State Council and developmental disabilities was included in the report. There was a lot of information on Self Advocacy. There were online meetings and training that may be of interest to the people they support. The local Office of State Council held training courses throughout the year. The ARCA Webinar series was available, with a new series on housing coming up. The Lanterman Act was constantly updated, and the 2023 version was available online. The Early Start Inter-Agency Council would meet on October 19 and 20. The Office of Administrative Hearings Advisory Committee will meet on October 16. The Caregiver Workforce Training was available and could also provide financial incentives for direct support professionals. California would eliminate the asset test for Medicaid, as reported at the last meeting, now with additional information. There was free 12-week health education provided by the Health Matters Program. MediCal managed care plans were being updated. Lists and webinars were included in the report, but Kaiser was not impacted by this change. The California State Non-Profit Security Grant program workshop was listed in the report along with local legislative events, including meet and greets or webinars.

VI. **Chief Financial Officer's Report – Vini Montague**

Vini Montague presented the Chief Financial Officer's Report:

Vini Montague stated that DSP stipends are required to be paid within 30 days, so they were being processed to service providers on a weekly basis. FY2021-2022 was closed. Billing needs to be submitted by February 6, 2024. An Accounts Payable Supervisor position was open, and recruiting had begun with the hopes to fill the position soon.

Erica Beall suggested providing the DSP incentive payment during the pay period they do the training, even though NLACRC is reimbursed at a later date, to avoid any legal issues. Gabby Eshrati stated there were system industry issues that may prevent that but she suggested they could speak with vendors to make sure there were no issues.

Vini Montague reported that the Projected Annual E-Preliminary was \$662,189,214. July Expenditures were \$55,919,773. YTD Expenditures were \$57,659,848. Projected Annual Expenditures were \$662,189,214. There was no annual surplus or deficit projected as they had not yet calculated the first Purchase of Services Expenditures Projection. The first report would be due in December, after which they would know if there was a surplus or deficit. NLACRC received their first contract amendment which will be reflected in the next financial statement.



VII. **Chief Consumer & Community Services Officer Report** – Gabby Eshrati

Gabby Eshrati introduced staff members Myra Alvarado, Consumer Services Manager, Migali, School Age Supervisor, and Fernanda, Adult Unit Supervisor.

Gabby Eshrati presented the Chief Consumer & Community Services Officer Report:

Gabby Eshrati requested participation at the next Consumer Advisory Committee meeting. The Board Liaison was Jose Rodriguez. The CAC committee requested that the word be spread to all vendors to participate in their November 1, 2023, meeting from 3 to 4 pm. A flyer was available on the website. The Lead CSC trainer model was prepared to provide additional support and training to their new staff.

VIII. **Community Services Director's Report** – Arshalous Garlanian

Kimberly Johnson, Resource Development Supervisor, presented the Community Services Director's Report on behalf of Arshalous Garlanian:

Kimberly Johnson thanked everyone who participated in the Vendor Fair. Regarding the Prevention and Wellness Measure 2023-2024, this will offer specialized providers more information to work off of. More information will come. Upcoming webinars were listed on the DDS website and registration would open soon. There had been issues with DSPs and staff indicating the correct vendor number and Regional Center which will be important to ensure DSPs receive their stipend. NLACRC continues to work on HCVS compliance through providing assistance and training sessions:

- Person-Centered Thinking training will be held from November 28 to December 1 virtually.
- This training will also be offered in-person from January 22 to January 23
- Universal Lifestyles training will be offered on October 23 and 24 in Antelope Valley
- Universal Lifestyles training will be offered on October 26 and 27 in San Fernando Valley
- HCVS online training is ongoing

There were several ongoing Requests for Vendorizations (RFVs) including Coordinated Family Support (Code 076), Self-Directed Support Services with the Self Determination Program (Code 099), and Social Recreation Services including art therapy, dance therapy, music therapy, and other programs. These RFVs will remain open until those service needs are met.

Tailored Day Services were being accepted for people wanting to provide different schedules for the day program. Anyone with an interest could reach out to Resource Development at NLACRC.org. DDS continues to work with personal care and home care providers about Electronic Visit Verification. Upcoming info sessions and office hours would be held on October 5 from 11 am to 12 pm, as well as October 10 and October 27.

Kimberly Johnson said in accordance with the DDS 2023-2024 Community Placement Plan and Community Resource Development Plan, NLACRC has made conservative efforts throughout the year to gather stakeholder input regarding needed services including surveys to case

management, teams, and general stakeholders. If anyone would like to provide information or suggestions to the upcoming CPP CRDP Plan that will be submitted to DDS, they requested sending an email or sending the anonymous Community and Stakeholder Survey on their website.

Community Care Licensing continues to update their website. Updates were made to their Adult and Senior Care Programming as well as Children's Residential Care Programming. Upcoming, they will provide Fourth quarter webinars including:

- Tips and Tools to support Regulatory Compliance – October 24
- Developing an effective plan of correction – November 7
- Exceptions and Waivers – December 5

NLACRC continues to meet with providers who provide PIP and CIE services. Kimberly Johnson reminded people to submit their outstanding PIP workbook claims and CIE requests. Quality Incentive Programs for employment are ongoing. Providers can email the department for more information.

Kimberly Johnson reminded everyone to submit insurances changes or changes to their address, entity or name to Resource Development at NLACRC.org. The Next Vendor Support Forum will be held on November 16 from 10 to 12. For any questions or additional topics, please submit them by November 10. A new component was created for new vendors to help them get their vendorization started. Suad Bisogno suggested that everyone add this item to their calendars.

Suad Bisogno asked for clarification that the stipend was \$625, as it was sometimes marked \$645. Vini Montague stated that \$625 was correct. Suad Bisogno stated that the employees would receive \$500 per training of that amount.

Suad Bisogno asked if the Person-Centered Thinking training provided incentives. Kimberly Johnson stated there was not currently funding incentives, but they were considering adding it using the HCVS Funding.

Suad Bisogno stated that Open Future Learnings was a great way to access training videos. It has been used to conduct smaller staff meetings for best Person-Centered Practices.

**IX. Committee Business**

- A. Committee Priorities - Suad Bisogno  
Cal Enriquez presented the updated School Age Group Goals and Priorities.

**M/S/C** (C. Enriquez/Octavia) to approve the Committee Priorities to the Board.

- B. Back to Basics - Suad Bisogno

Suad Bisogno reported they were still working on a tool or guide. Between this meeting and the next, clarity in the message will be established with a focus on service coordination. She suggested meeting with Erica Beall before the next VAC meeting and invited any committee members to join the meeting.

Action Item: Back to Basics will be brought back to the VAC committee at the next meeting.

- C. Proposed Service Provider Visit Verification for In House Services - Ruth Janka  
Ruth Janka stated the Board had suggested visit verification by service providers that otherwise aren't required to do so under federal rules. Certain service types must participate in electronic verification. It was recommended to add this verification requirement to personal care and home health to increase accountability. To implement this recommended change, an amendment to the Vendor Program design was needed. The Board assigned this task to the VAC.

It was noted that at one location, employees providing adaptive skills services sign in on their phone through an app that provides GPS coordinates where the clients can sign along with an on-site sign in sheet. The cost is \$1,600/month but it reduces fraud as one worker was found making fraudulent claims using this system and was let go. While it was expensive, other vendors had other options they could use to increase accountability internally.

It was noted that another location used another app that clocked the individual in and out based on their GPS coordinates. Signatures were gathered only at the end of services.

Ruth Janka stated the ultimate goal was accountability and ensuring that providers deliver the services in accordance with their schedules. Issues don't arise often, but this will help them catch issues early when they arise. There may be a cost implication associated with this requirement, but rate implementations were improving the circumstances. There could be other alternatives, and they may not all be electronic, but it could replace the costs for a manual system.

Jacqueline suggested that ERSP could be sufficient for scheduling, as it would track GPS at the beginning and end of a shift. Phones in the home could be registered to signal when the provider arrived and left. Suad Bisogno stated that if they were following guidelines from EVV, they should set the same standard.

It was noted that people can be tricky with remote access. At another location, they used signatures and a binder with information, which would work even in homes where internet access was not available.

Erica Beall stated there was a list of case management software systems for EVV services, including ERSP. While this step would be good for accountability, it removes choice from providers on how to maintain accountability and could prove to be and

could pose an administrative or financial burden to providers.

Ruth Jank agreed there would be a cost impact and a human resources impact which they can consider how to mitigate. She suggested a template for providers using physical and/or electronic verification to make it more accessible.

Jacqueline asked if an addendum was needed. Ruth Janka stated it was not needed for EVV, as it was already required, and a program design change would be needed for non-EVV since it was not a statutory requirement but would serve as a Regional Center policy.

Kimberly Johnson asked what would happen if a vendor was in compliance with DDS but not in compliance with this proposed Regional Center policy. Ruth Janka stated that DDS only holds providers responsible to state compliance. Sanctions for a vendor are only based on health and safety. A standard for services was already in place, and issues typically arose with record keeping, staffing, etc. Visit validation was not present in the audit but would serve as a layer for vendors to track timekeeping and scheduling. If a provider couldn't implement visit validation, there wouldn't be a fiscal impact to the provider.

Erica Beall noted that they could create an administrative hearing process and bend the direct service definition to include something. While it was sensible, it was not funded. Most providers already provided visit verification, and this could add an acknowledgement of that community of practice.

Jodie Agnew-Navarro stated this could impact small providers that cannot afford to pay for a verification system. Alex Kopilevich stated tracking was important and suggested that smaller vendors use paper tracking.

Suad Bisogno summarized that this would be a program design change with no reinforcement as it is beyond the scope of Title 17. Ruth Janka stated that they could consider consequences like a moratorium on referrals. She suggested that technical assistance should be provided before the policy is reinforced. Legally speaking, whether their policy is upheld or not would depend on the judge since it exceeds the statute. Items could be added to the audit to verify if vendors have a plan in place.

Ruth Janka summarized that while many providers already conduct visit verification, they could create a guide or tools that are universal. Points to consider included the fact that this would be an unfunded mandate, financial or administrative challenges associated, and bandwidth and implementation issues.

Action Item: Suad Bisogno will share feedback on the proposed verification with the Board.

- D. System/Industry Issues  
DSP Stipend Reimbursement

Erica Beall noted that it was mentioned the vendors were reimbursed when NLACRC was reimbursed. She suggested reviewing what the law states on payments, even if they are reimbursed at a later date. Ruth Janka explained that the DSP completes the course, then the completion will trigger a notice that they are eligible for payment. That then gets transmitted to DDS.

Vini Montague stated the report states that DSPs should get paid in the same period that they complete the course, which is on a weekly cycle. The Regional Center receives a message when vendors complete training, so the Regional Center verifies with the vendor that they work with. The payment is then processed the following pay period or the week after.

Erica Beall stated they don't want to tie up paying employees based on when reimbursement is received, but by when the pay period is. Jacqueline clarified that the Regional Center has 30 days to provide payment to the vendor and then the vendor has 90 days to pay the DSP.

Erica Beall suggested checking California Law to make sure they were in compliance. Suad Bisogno stated that it was a great opportunity for staff, so it was unlikely that they would sue. Ruth Janka stated that it may be treated differently than other payments as well, since it was a stipend.

Daniel Ortiz asked if it was added as a bonus rather than payment. Erica Beall stated it depends on interpretation. Vini Montague suggested consulting with their attorney and developing a policy. Bahai Macurshin stated the clause for stipends stated they were not counted as regular wages and no taxes should be withheld, so they may not want to run on cycle with payroll. Erica Beall stated that whether DSPs view the training as on the clock or off the clock could change how they see it.

It was asked if there were safeguards from preventing DSPs from taking the training multiple times. Vini Montague stated service providers know but the Regional Center does not, especially if the DSP has a common name. Suad Bisogno stated that could be a question for DDS but both DDS and the Regional Center would do their due diligence to make sure funding was not replicated.

Jacquelin asked if the stipend was \$625 minus taxes or if it was \$500 directly. Vini Montague stated that DDS expected the stipend to be taxes and included an administrative payment so the amount received was \$625 but vendors would receive around \$500. She suggested not giving that amount as a definite total, but the goal was to get close to that net.

Suad Bisogno asked about potential changes in practice for CSCs sending annual reports

based on conversations she had heard. Vini Montague stated annual reports were standard. Ruth Janka stated she was not informed of any changes but could follow up, as that would alter how they function.

Bahai Macurshin stated annual reports were not received automatically, but once she reached out about it, the report would be sent. Suad Bisogno stated it was required for providers to have the documentation in their possession. Ruth Janka stated that when the person served or the provider request the information, it will be sent upon request.

Action Item: Ruth Janka will verify that the Annual Reports are automatic.

#### XI. **Committee Work Group Reports**

##### A. Early Start Services - Dana Kalek

Dana Kalek stated Early Start Services met several weeks ago. They discussed the Family-Focus Resource Center which received a DDS grant allowing parents to use the space for free for their early start service needs. In July, there were 520 referrals. In August, there were 386 referrals. Bill AB805 permits insurances to fund behavioral-based treatment for autism and was on the Governor's desk. This bill had been in the works for 10 years. Early Start Training reimbursement continues, but the deadline was approaching. Cristina Preuss attended the meeting and discussed outreach efforts from her team. Screenings will increase for babies and younger children. The next meeting will be in November.

##### B. School Age Services -Cal Enriquez

Cal Enriquez stated they typically meet the first Tuesday of every month, but they rescheduled to the following Tuesday in order to attend the Vendor Fairs in Lancaster and San Fernando. A full report from the committee will be prepared for the next VAC meeting.

##### C. Adult Services – Suad Bisogno & Erica Beall

Suad Bisogno stated the group had not met but the next meeting would be on November 6 at 11 am.

#### XII. **Board Committee Reports**

##### A. Administrative Affairs – Andrea Devers

Ruth Janka spoke on behalf of Andrea Devers. She stated the committee reviewed insurance coverage and approved authorization at NLACRC to ensure workers compensation. Contracts were approved. Vini Montague had reviewed the financial reports. The human resources report was also reviewed, in which positions filled and vacancies were included in the report. NLACRC continues to bring on new staff and work with its partnerships. Creating a mobile library unit with the CSUN vehicle was discussed but deemed not plausible, so Cristina Preuss had met with the LA Office of Education to partner with their mobile library unit effort. Vini Montague provided an update on the DDS Audit, which was nearing its end, for compliance with statutory, regulatory, and contractual agreements. There was still no timeline on when they would

receive the preliminary draft report. The independent audit was also ongoing and was expected to be completed in February 2024.

- B. Consumer Services - Erica Beall  
Jacqueline reported that Claudia Cares shared an update on the IPP process. Gabby Eshrati shared about SDP updates. The Resource Fair was held on September 23 and turnout was reported to be very good. Budgets and IPPs were also discussed.
- C. Government & Community Relations – Jodie Agnew-Navarro  
Jodie Agnew-Navarro stated there was not a meeting this month.
- D. Nominating - Suad Bisogno  
Suad Bisogno reported there were approved and filled vacancies for the Board. Tools to interview applicants were being revamped for future use.
- E. Strategic Planning - Daniel Ortiz  
Ruth Janka stated there was not a meeting this month.

**XIII. Review of Meeting Action Items**

- A. Back to Basics will be brought back to the VAC committee at the next meeting.
- B. Suad Bisogno will share feedback on the proposed verification with the Board.
- C. Ruth Janka will verify that the Annual Reports are automatic.

**XIV. Agenda Items for the Next Board Meeting**

- A. Minutes of the October 5th Meeting

**XV. Announcements/Public Input**

- A. Next Meeting: Thursday, November 2, 2023, at 9:30 a.m.
- B. Committee Attendance

**XVI. Adjournment**

Suad adjourned the meeting at 11:29 a.m.

**XVII. Committee Work Group Information:**

- A. Early Start Services (Dana Kalek)  
For meeting schedule and information  
Contact: Dana Kalek - dkalek@cdikids.org  
Next workgroup meeting: November 16, 2023 at 9:00 am (via Zoom).
- B. School Age Services (Cal Enriquez)  
For meeting schedule and information  
Contact: Cal Enriquez – cenriquez@accreditednursing.com  
Next workgroup meeting: October 10, 2023, at 9:30 am (via Zoom).
- C. Adult Services (Suad Bisogno & Erica Beall)  
For meeting schedule and information

Contact: Suad Bisogno - Suad@irioc.org  
Next workgroup meeting: November 6, 2023 at 11:00 am (via Zoom).

Submitted by:

(\*) *Kimberly Visokey*

Executive Administrative Assistant

*(\*) The majority of these minutes are taken from the Minutes Service submission and reviewed/ edited as presented herein by NLACRC staff.*



| Rolling 12-Month Attendance | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Total    |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| Board Members               | Board  | Board  | Board  | Board  | Board  | Board  | Dark   | Board  | Board  | Board  | Board  | Board  | Board  | Absences |
| Ana Laura Quiles, President | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Alma Rodriguez              | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Andrew Ramirez              | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Anna Hurst                  | *P     |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Brian Gatus                 | Ab     |        | P      | P      | P      |        |        |        |        |        |        |        |        | 1        |
| Cathy Blin                  | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Curtis Wang                 | *P     |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| David Coe                   | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| George Alvarado             | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Leticia Garcia              | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Lillian Martinez            | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Michael Costa               | *P     |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Nicholas Abrahms            | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Rocio Sigala                | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Sharmila Brunjes            | P      |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |
| Suad Bisogno (VAC Rep)      | Ab     |        | P      | P      | Ab     |        |        |        |        |        |        |        |        | 2        |
| Vivian Seda                 | *P     |        | P      | P      | P      |        |        |        |        |        |        |        |        | 0        |

P = Present      Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she

| 12-Month Attendance           | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Sep-23 | Total           |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|
| <b>Administrative Affairs</b> |        | Dark   |        |        | Dark   |        | Dark   | Dark   |        |        | <b>Absences</b> |
| Brian Gatus, Chair            |        |        |        |        |        |        |        |        | *P     | P      | <b>0</b>        |
| Andrew Rodriguez              |        |        |        |        |        |        |        |        | *P     | P      | <b>0</b>        |
| Lety Garcia                   | P      |        | P      | P      |        | P      |        |        | P      | P      | <b>0</b>        |
| Ana Quiles                    | P      |        | P      | P      |        | P      |        |        | P      | P      | <b>0</b>        |
| Andrea Devers (VAC Rep)       |        |        |        |        |        |        |        |        | *Ab    | P      | <b>0</b>        |

P = Present      Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting.

North Los Angeles County Regional Center  
**Consumer Advisory Committee**  
 FY22-23 Meeting Attendance

| Consumer Attendee<br>*Committee Members | Sept<br>2022            | Oct<br>2022 | Nov<br>2022 | Dec<br>2022 | Jan<br>2023 | Feb<br>2023 | Mar<br>2023 | Apr<br>2023 | May<br>2023 | June<br>2023 | July<br>2023 | August<br>2023 | Sep<br>2023 | TOTALS<br>Absences | TOTALS<br>Attended<br>(Non-CM) |
|-----------------------------------------|-------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|----------------|-------------|--------------------|--------------------------------|
|                                         | *George Alvarado, Chair |             |             |             |             |             |             |             |             |              | P            |                | P           |                    | 0                              |
| *Bill Abramson                          | P                       | Ab          | P           |             | P           | P           | P           | Ab          | P           | P            |              | P              |             | 2                  |                                |
| *Pam Aiona                              | P                       | P           | P           |             | P           | P           | P           | P           | P           | P            |              | P              |             | 0                  |                                |
| *Suzanne Paggi - March 2023             | Ab                      | P           | P           |             | P           | P           | P           |             | P           | P            |              |                |             | 1                  |                                |
| Cynthia Samano - Feb 2023               | Ab                      | Ab          | P           |             | Ab          | Ab          |             |             | P           | Ab           |              |                |             | 5                  |                                |
| Susan Good                              |                         |             |             |             |             | P           |             |             |             | Ab           |              |                |             | 1                  | 1                              |
| Melinda Tannan                          |                         |             |             |             |             |             |             |             |             | Ab           |              |                |             | 1                  | 0                              |
| Lesly Forbes                            | P                       |             |             |             |             |             | P           |             |             | P            |              |                |             | 0                  | 3                              |
| Destry Walker                           | P                       |             | P           |             |             |             | P           |             | P           | P            |              |                |             | 0                  | 5                              |
| Alex Phuong *not NLA consumer           | P                       | P           | P           |             | P           | P           | P           | P           |             | P            |              |                |             | 0                  | 8                              |
| Elena Tiffany                           |                         | P           |             |             | P           |             |             |             |             | P            |              |                |             | 0                  | 3                              |
| Desiree Boykin                          |                         | P           |             |             | P           | P           |             |             |             | Ab           |              |                |             | 1                  | 3                              |
| Miguel Lugo                             |                         |             |             |             | P           |             |             |             |             | Ab           |              |                |             | 1                  | 1                              |
| Jason Gerard                            |                         |             |             |             |             |             |             | P           |             | Ab           |              |                |             | 1                  | 1                              |
| Juan Hernandez                          |                         |             |             |             |             | P           | P           | P           | P           | P            |              |                |             | 0                  | 5                              |
| Jessica Gould                           |                         |             |             |             |             |             |             | P           |             | P            |              |                |             | 0                  | 2                              |
| Kristine Mosteiro                       |                         |             |             |             | P           |             |             |             |             | Ab           |              |                |             | 1                  | 1                              |

**Membership:** Consumers who attend 5 meetings in a 12-month period can become a CAC Member.

| <b>12-Month Attendance</b>         | <b>Oct-22</b> | <b>Nov-22</b> | <b>Dec-22</b> | <b>Jan-23</b> | <b>Feb-23</b> | <b>Mar-23</b> | <b>Apr-23</b> | <b>May-23</b> | <b>Jun-23</b> | <b>Jul-23</b> | <b>Aug-23</b> | <b>Sep-23</b> | <b>Total</b>    |
|------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| <b>Consumer Services Committee</b> |               |               | <b>Dark</b>   |               |               |               |               | <b>Dark</b>   | <b>Dark</b>   |               | <b>Dark</b>   |               | <b>Absences</b> |
| <b>Rocio Sigala</b>                | P             | Ab            |               |               | P             |               | P             |               |               | P             |               | P             | <b>1</b>        |
| <b>Alma Rodriguez</b>              |               |               |               |               |               |               |               |               |               | P             |               | P             | <b>0</b>        |
| <b>Anna Hurst</b>                  |               |               |               |               |               |               |               |               |               | P             |               | P             | <b>0</b>        |
| <b>Cathy Blin</b>                  | P             | P             |               |               | P             |               | P             |               |               | P             |               | P             | <b>0</b>        |
| <b>Curtis Wang</b>                 |               |               |               |               |               |               |               |               |               | P             |               | P             | <b>0</b>        |
| <b>George Alvarado</b>             | P             | P             |               |               | P             |               | P             |               |               | P             |               | Ab            | <b>1</b>        |
| <b>Jennifer Koster</b>             |               |               |               |               |               |               |               |               |               |               |               | P             | <b>0</b>        |
| <b>Juan Hernandez</b>              |               |               |               |               |               |               |               |               |               |               |               | P             | <b>0</b>        |
| <b>Sharmila Brunjes</b>            | Ab            | P             |               |               | P             |               | P             |               |               | P             |               | P             | <b>1</b>        |
| <b>Nicholas Abrahms</b>            | P             | P             |               |               | P             |               | P             |               |               | P             |               | P             | <b>0</b>        |
| <b>Michael Costa</b>               |               |               |               |               |               |               |               |               |               | P             |               | Ab            | <b>1</b>        |
| <b>Vivian Seda</b>                 |               |               |               |               |               |               |               |               |               | P             |               | P             | <b>0</b>        |
| <b>Erica Beall (VAC Rep)</b>       | P             | P             |               |               | P             |               | P             |               |               | P             |               | Ab            | <b>1</b>        |

P = Present      Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)

| <b>12-Month Attendance</b> | <b>Nov-22</b> | <b>Dec-22</b> | <b>Jan-23</b> | <b>Feb-23</b> | <b>Mar-23</b> | <b>Apr-23</b> | <b>May-23</b> | <b>May-23</b> | <b>Jun-23</b> | <b>Jul-23</b> | <b>Aug-23</b> | <b>Sep-23</b> | <b>Oct-23</b> | <b>Total</b>    |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| <b>Executive Committee</b> |               | <b>Dark</b>   |               |               | <b>Dark</b>   | <b>Sp.S</b>   | <b>Sp.S</b>   |               | <b>Dark</b>   |               |               |               |               | <b>Absences</b> |
| <b>Leticia Garcia</b>      | P             |               | P             | P             |               | P             | P             | P             |               | P             | P             | P             | P             | <b>0</b>        |
| <b>Lillian Martinez</b>    | P             |               | P             | P             |               | P             | P             | P             |               | P             | P             | P             | P             | <b>0</b>        |
| <b>Ana Quiles, Chair</b>   | P             |               | P             | P             |               | P             | P             | P             |               | P             | P             | P             | P             | <b>0</b>        |
| <b>Brian Gatus</b>         |               |               |               |               |               |               |               |               |               | *P            | P             | P             | P             | <b>0</b>        |
| <b>Andrew Ramirez</b>      |               |               |               |               |               |               |               |               |               | *P            | P             | P             | P             | <b>0</b>        |
| <b>David Coe</b>           | P             |               | P             | P             |               | P             | P             | P             |               | P             | Ab            | P             | P             | <b>1</b>        |
| <b>Rocio Sigala</b>        | P             |               | P             | Ab            |               | P             | P             | P             |               | Ab            | P             | P             | P             | <b>2</b>        |

P = Present      Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)

| 12-Month Attendance                                   | Aug-22 | Aug-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Aug-23 | Oct-23 | Total           |
|-------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|
| <b>Government &amp; Community Relations Committee</b> |        |        |        | Dark   | Dark   |        |        |        | Dark   |        |        |        | <b>Absences</b> |
| Cathy Blin                                            | P      | P      | P      |        |        | P      |        | P      |        | P      | P      | P      | 0               |
| David Coe, Chair                                      |        |        |        |        |        |        |        |        |        |        | P      | P      | 0               |
| Michael Costa                                         |        |        |        |        |        |        |        |        |        |        | Ab     | Ab     | 2               |
| Anna Hurst                                            |        |        |        |        |        |        |        |        |        |        | P      | P      | 0               |
| Nicholas Abrahms                                      | P      | P      | P      |        |        | P      |        | P      |        | P      | P      | P      | 0               |
| Sharmila Brunjes                                      | P      | P      | Ab     |        |        | P      |        | P      |        | P      | Ab     | P      | 2               |
| Vivian Seda                                           |        |        |        |        |        |        |        |        |        |        | P      | P      | 0               |
| Curtis Wang                                           |        |        |        |        |        |        |        |        |        |        | Ab     | P      | 1               |
| Jodie Agnew-Navarro, VAC Rep                          |        |        | P      |        |        | P      |        | P      |        | Ab     | P      | P      | 1               |

P = Present      Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)

| 12-Month Attendance           | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Total    |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| Post-Retirement Medical Trust | Dark   |        | Dark   | Dark   |        | Dark   | Dark   |        |        | Dark   | Dark   |        | Absences |
| Ana Quiles, Chair             |        | P      |        |        | Ab     |        |        | P      | P      |        |        | P      | 1        |
| Brian Gatus                   |        |        |        |        |        |        |        |        |        |        |        | *P     | 0        |
| David Coe                     |        | *P     |        |        | P      |        |        | P      | P      |        |        | P      | 0        |

P = Present      Ab = Absent

\* = Joined Committee

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)

| <b>12-Month Attendance</b>     | <b>Nov-22</b> | <b>Dec-22</b> | <b>Jan-23</b> | <b>Feb-23</b> | <b>3/6/23</b> | <b>3/16/22</b> | <b>3/22/23</b> | <b>3/24/23</b> | <b>4/17/2023</b> | <b>5/23/2023</b> | <b>8/15/2023</b> | <b>8/21/2023</b> | <b>Total</b>    |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|----------------|------------------|------------------|------------------|------------------|-----------------|
| <b>Nominating Committee</b>    |               | <b>Dark</b>   | <b>Dark</b>   | <b>Dark</b>   |               |                |                |                |                  |                  |                  |                  | <b>Absences</b> |
| <b>David Coe</b>               | P             |               |               |               | P             | P              | P              | P              | P                | P                | P                | P                | <b>0</b>        |
| <b>Lillian Martinez, Chair</b> | P             |               |               |               | P             | P              | P              | P              | P                | P                | P                | P                | <b>0</b>        |
| <b>Ana Quiles</b>              | P             |               |               |               | P             | P              | P              | P              | P                | P                | P                | P                | <b>0</b>        |
| <b>Sharmila Brunjes</b>        |               |               |               |               |               |                |                |                |                  |                  | P                | P                | <b>0</b>        |
| <b>Suad Bisogno</b>            | P             |               |               |               | P             | P              | P              | P              | P                | P                | P                | P                | <b>0</b>        |

P = Present      Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)



| <b>12-Month Attendance<br/>Strategic Planning</b> | Sep-22 | Oct-22 | Nov-22 | Dec-21 | Jan-22 | Feb-23 | Mar-23 | Apr-22 | May-23 | Jun-23 | Jul-23 | Aug-23 | Total    |
|---------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
|                                                   |        |        |        | Dark   | Dark   |        | Dark   |        | Dark   | Dark   | Dark   |        | Absences |
| <b>Lety Garcia</b>                                | P      | P      | P      |        |        | P      |        | P      | P      |        |        | P      | 0        |
| <b>Brian Gatus</b>                                | Ab     | Ab     | P      |        |        | P      |        | P      | P      |        |        | P      | 2        |
| <b>Lillian Martinez</b>                           | P      | P      | P      |        |        | P      |        | P      | P      |        |        | P      | 0        |
| <b>Ana Quiles</b>                                 | P      | P      | P      |        |        | P      |        | P      | P      |        |        | P      | 0        |
| <b>Daniel Ortiz - VAC Rep</b>                     |        |        |        |        |        | P      |        | Ab     | P      |        |        | P      | 1        |
|                                                   |        |        |        |        |        |        |        |        |        |        |        |        |          |
|                                                   |        |        |        |        |        |        |        |        |        |        |        |        |          |

P = Present      Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)

| 12-Month Attendance              | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-22 | Apr-23 | May-23 | Jun-23 | Jul-22 | Aug-23 | Sep-23 | Oct-23 | Total    |
|----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| <b>Vendor Advisory Committee</b> |        |        | Dark   |        |        |        |        |        |        | Dark   |        |        |        | Absences |
| Suad Bisogno, Chair              | P      | P      |        | P      | P      | P      | P      | P      | P      |        | P      | Ab     | P      | 1        |
| Alex Kopilevich                  | P      | P      |        | P      | P      | P      | P      | P      | P      |        | P      | P      | P      | 0        |
| Andrea Devers                    | P      | P      |        | P      | P      | P      | P      | P      | P      |        | P      | P      | Ab     | 1        |
| Cal Enriquez                     | P      | P      |        | P      | P      | P      | P      | P      | P      |        | Ab     | P      | P      | 1        |
| Catherine Carpenter              | P      | Ab     |        | P      | P      | P      | Ab     | P      | P      |        | P      | P      | P      | 2        |
| Dana Kalek                       | P      | P      |        | P      | P      | P      | P      | P      | P      |        | P      | P      | P      | 0        |
| Daniel Ortiz                     | P      | P      |        | Ab     | P      | P      | Ab     | P      | P      |        | P      | Ab     | P      | 3        |
| Erica Beall                      | P      | P      |        | P      | P      | P      | P      | P      | P      |        | P      | P      | Ab     | 1        |
| Jaklen Keshishyan                |        |        |        |        |        |        |        |        |        |        | *P     | P      | P      | 0        |
| Jodie Agnew Navarro              | P      | P      |        | P      | P      | Ab     | P      | P      | P      |        | P      | P      | Ab     | 2        |
| Lisa Williamsen                  | P      | P      |        | P      | P      | P      | Ab     | P      | P      |        | P      | P      | Ab     | 2        |
| Masood Babacian                  |        |        |        |        |        |        |        |        |        |        | *P     | P      | Ab     | 1        |
| Octavia Askew                    |        |        |        |        |        |        |        |        |        |        | *P     | P      | P      | 0        |
| Rosalyn Daggs                    |        |        |        |        |        |        |        |        |        |        | Ab     | Ab     | Ab     | 3        |
| Sharon Weinberg                  |        |        |        |        |        |        |        |        |        |        | *P     | P      | P      | 0        |
| Vahe Mkrtchian                   |        |        |        |        |        |        |        |        |        |        | *P     | P      | P      | 0        |

P = Present      Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)

Fiscal Year 2023-2024

(Rounded to the nearest quarter of an hour.)

(Rounded to the nearest quarter of an hour.)

| Committee                              | Jul-23  |          |              |              | Aug-23  |          |            |         | Sep-23  |          |            |         | Oct-23  |          |            |         |
|----------------------------------------|---------|----------|--------------|--------------|---------|----------|------------|---------|---------|----------|------------|---------|---------|----------|------------|---------|
|                                        | Start   | End      | Total Time   | Rounded      | Start   | End      | Total Time | Rounded | Start   | End      | Total Time | Rounded | Start   | End      | Total Time | Rounded |
| New Board Member Orientation (7/12/23) | 6:00 PM | 9:00 PM  | 3:00         | 3:00         |         |          |            |         |         |          |            |         |         |          |            |         |
| Board Member Retreat (7/29/23)         | 8:00 AM | 5:05 PM  | 9:05         | 9:00         |         |          |            |         |         |          |            |         |         |          |            |         |
| Administrative Affairs                 | 6:39 PM | 9:25 PM  | 2:46         | 2:45         |         |          |            |         | 6:00 PM | 8:44 PM  | 2:44       | 2:45    |         |          |            |         |
| Board Meeting                          |         |          |              |              | 6:30 PM | 8:59 PM  | 02:29      | 2:30    | 6:30 PM | 8:16 PM  | 1:46       | 1:45    | 6:30 PM | 8:36 PM  | 02:06      | 2:00    |
| Consumer Advisory                      |         |          |              |              | 3:05 PM | 4:21 PM  | 01:16      | 3:00    |         |          | 0:00       | 0:00    |         |          |            |         |
| Consumer Services                      | 6:01 PM | 10:09 PM | 4:08         | 4:15         |         |          |            |         | 6:03 PM | 8:40 PM  | 2:37       | 2:30    |         |          |            |         |
| Executive                              | 9:25 PM | 10:47 PM | 1:22         | 1:15         | 6:03 PM | 9:53 PM  | 03:50      | 3:00    | 8:45 PM | 10:57 PM | 2:12       | 2:15    | 6:01 PM | 10:01 PM | 04:00      | 4:00    |
| Executive (special session)            |         |          |              |              |         |          |            |         |         |          |            |         |         |          |            |         |
| Government and Community Relations     |         |          |              |              | 6:05 PM | 8:50 PM  | 02:45      | 3:00    |         |          |            |         | 6:01 PM | 9:05 PM  | 3:04       | 3:00 AM |
| Nominating                             |         |          |              |              | 6:05 PM | 7:18 PM  | 01:13      | 3:00    |         |          |            |         |         |          |            |         |
| Nominating                             |         |          |              |              | 6:06 PM | 8:19 PM  | 02:13      | 4:00    |         |          |            |         |         |          |            |         |
| Strategic Planning                     |         |          |              |              | 6:01 PM | 8:16 PM  | 02:15      | 3:00    |         |          |            |         |         |          |            |         |
| Post Retirement Medical Trust          | 5:31 PM | 6:39 PM  | 1:08         | 1:15         |         |          |            |         |         |          |            |         |         |          |            |         |
| Vendor Advisory                        |         |          |              |              | 9:31 AM | 12:10 PM | 02:39      | 2:45    | 9:32 AM | 11:39 AM | 2:07       | 2:00    | 9:35 AM | 11:29 AM | 01:54      | 2:00    |
| <b>Total Hours/Month</b>               |         |          | <b>21:29</b> | <b>21:30</b> |         |          |            |         |         |          |            |         |         |          |            |         |

North Los Angeles County Regional Center

**ALPHABET SOUP**

|          |                                                                                 |
|----------|---------------------------------------------------------------------------------|
| AAIDD    | - American Association on Intellectual and Developmental Disabilities           |
| AAP      | - Adoption Assistance Program                                                   |
| AB       | - Assembly Bill (State)                                                         |
| ABLE Act | - The “Achieving a Better Life Experience” (ABLE) Act of 2014                   |
| ACRC     | - Alta California Regional Center                                               |
| ADA      | - Americans with Disabilities Act                                               |
| ADC      | - Adult Development Center                                                      |
| AFPF     | - Annual Family Program Fee                                                     |
| AIS      | - ARCA Information Systems                                                      |
| ARCA     | - Association of Regional Center Agencies                                       |
| ARFPSHN  | - Adult Residential Facility for Persons with Specialized Healthcare Needs      |
| BCBA     | - Board-Certified Behavior Analyst                                              |
| CAC      | - Consumer Advisory Committee                                                   |
| CAL-ARF  | - California Association of Rehabilitation Facilities                           |
| CAL-TASH | - The Association for Persons with Severe Handicaps                             |
| CARF     | - Commission on Accreditation of Rehabilitation Facilities                      |
| CASA     | - Community Advocacy Services Association                                       |
| CASHPCR  | - California Association of State Hospitals-Parent Councils for<br>the Retarded |
| CCF      | - Community Care Facility                                                       |
| CCL      | - Community Care Licensing                                                      |
| CCR      | - California Code of Regulations                                                |
| CCS      | - California Children’s Services (State and County)                             |
| CDCAN    | - California Disability Community Action Network                                |
| CDE      | - Comprehensive Diagnostic Evaluation                                           |
| CDER     | - Client Development Evaluation Report                                          |
| CIE      | - Competitive Integrated Employment                                             |
| CMS      | - Centers for Medicare and Medicaid Services (formerly HCFA)                    |
| CMIS     | - Client Management Information System                                          |
| COEC     | - Community Outreach and Education Committee (ARCA)                             |
| COLA     | - Cost of Living Adjustment                                                     |
| CP       | - Cerebral Palsy                                                                |
| CPES     | - Community Provider of Enrichment Services                                     |
| CPP      | - Community Placement Plan                                                      |
| CRDP     | - Community Resource Development Plan                                           |
| CSC      | - Consumer Service Coordinator                                                  |

|            |                                                                       |
|------------|-----------------------------------------------------------------------|
| CSLA       | - Community Supported Living Arrangement                              |
| CVRC       | - Central Valley Regional Center                                      |
| DAC        | - Day Activity Center                                                 |
| DCFS       | - Department of Children and Family Services (County)                 |
| DD         | - Developmental Disabilities                                          |
| DD Council | - State Council on Developmental Disabilities                         |
| DDS        | - Department of Developmental Services (State)                        |
| DHCS       | - Department of Health Care Services                                  |
| DHS        | - Department of Health Services (State)                               |
| DOE        | - Department of Education (State and Federal)                         |
| DOF        | - Department of Finance                                               |
| DOH        | - Department of Health                                                |
| DOR/DR     | - Department of Rehabilitation                                        |
| DPSS       | - Department of Public Social Services (County)                       |
| DRC        | - Disability Rights California (formerly Protection & Advocacy, Inc.) |
| DSM        | - Diagnostic and Statistical Manual of Mental Disorders               |
| DSP        | - Direct Support Professional                                         |
| DSS        | - Department of Social Services (State)                               |
| DOR        | - Department of Rehabilitation (State)                                |
| DRC        | - Disability Rights California (formerly Protection & Advocacy)       |
| DTT        | - Discrete Trial Training                                             |
| DVU        | - Disability Voices United                                            |
| EBSH       | - Enhanced Behavioral Support Home                                    |
| ECF        | - Exceptional Children's Foundation                                   |
| EDD        | - Employment Development Department (State)                           |
| EDMS       | - Electronic Document Management System                               |
| ELARC      | - Eastern Los Angeles Regional Center                                 |
| EPSDT      | - Early and Periodic Screening, Diagnosis, and Treatment              |
| FACT       | - Foundation for Advocacy, Conservatorship, and Trust of CA           |
| FCPP       | - Family Cost Participation Program                                   |
| FDC        | - Fairview Developmental Center                                       |
| FEMA       | - Federal Emergency Management Assistance                             |
| FETA       | - Family Empowerment Team in Action                                   |
| FHA        | - Family Home Agency                                                  |
| FMS        | - Financial Management Service                                        |
| FNRC       | - Far Northern Regional Center                                        |
| FSA        | - Flexible Spending Account                                           |

|           |                                                                    |
|-----------|--------------------------------------------------------------------|
| GGRC      | - Golden Gate Regional Center                                      |
| HCBS      | - Home and Community Based Services (Waiver)                       |
| HCFA      | - Health Care Financing Administration (now called CMMS)           |
| HIPAA     | - Health Insurance Portability and Accountability Act              |
| HOPE      | - Home Ownership for Personal Empowerment                          |
| HRC       | - Harbor Regional Center                                           |
| HUD       | - Housing and Urban Development (Federal)                          |
| ICB Model | - Individualized Choice Budget Model                               |
| ICC       | - Inter-agency Coordinating Council                                |
| ICC       | - Integrated Community Collaborative/Intregadoras                  |
| ICF       | - Intermediate Care Facility                                       |
| ICF/DD    | - Intermediate Care Facility/Developmentally Disabled              |
| ICF/DD-H  | - Intermediate Care Facility/Developmentally Disabled-Habilitative |
| ICF/DD-N  | - Intermediate Care Facility/Developmentally Disabled-Nursing      |
| ICF/SPA   | - Intermediate Care Facility/State Plan Amendment                  |
| IDEA      | - Individuals with Disabilities Education Act                      |
| IDEIA     | - Individuals with Disabilities Education Improvement Act          |
| IDP       | - Individual Development Plan                                      |
| IDT       | - Inter-disciplinary Team                                          |
| IEP       | - Individual Educational Plan                                      |
| IFSP      | - Individual Family Service Plan                                   |
| IHP       | - Individual Habilitation Plan                                     |
| IHSS      | - In-Home Supportive Services                                      |
| ILC       | - Independent Living Center                                        |
| ILS       | - Independent Living Services                                      |
| IMD       | - Institutes of Mental Disease                                     |
| IPP       | - Individual Program Plan                                          |
| IRC       | - Inland Regional Center                                           |
| ISP       | - Individual Service Plan                                          |
| KRC       | - Kern Regional Center                                             |
| LACHD     | - Los Angeles County Health Department                             |
| LACDMH    | - Los Angeles County Department of Mental Health                   |
| LACTC     | - Los Angeles County Transportation Commission                     |
| LADOT     | - Los Angeles Department of Transportation (City)                  |
| LAUSD     | - Los Angeles Unified School District                              |

|           |                                                                                  |
|-----------|----------------------------------------------------------------------------------|
| LCSW      | - Licensed Clinical Social Worker                                                |
| LDC       | - Lanterman Developmental Center                                                 |
| LEA       | - Local Education Agency                                                         |
| LICA      | - Local Interagency Coordination Area                                            |
| LRC       | - Lanterman Regional Center                                                      |
| MCH       | - Maternal and Child Health                                                      |
| MFCC      | - Marriage, Family and Child Counselor                                           |
| MHRC      | - Mental Health Rehabilitation Center                                            |
| MMIS      | - Medicaid Management Information System                                         |
| MSW       | - Masters in Social Work                                                         |
| NADD      | - National Association for the Dually Diagnosed                                  |
| NASDDDS   | - National Association of State Directors of Developmental Disabilities Services |
| NBRC      | - North Bay Regional Center                                                      |
| NLACRC    | - North Los Angeles County Regional Center                                       |
| OAH       | - Office of Administrative Hearings                                              |
| OCRA      | - Office of Client Rights Advocacy                                               |
| OPS       | - Operations funds (for Regional Centers)                                        |
| OSEP      | - Office of Special Education Programs                                           |
| OSERS     | - Office of Special Education and Rehabilitative Services                        |
| OSHA      | - Occupational Safety and Health Administration                                  |
| OT        | - Occupational Therapy                                                           |
| PAI       | - Protection and Advocacy, Inc. (now called Disability Rights CA)                |
| PDD       | - Pervasive Developmental Disorder                                               |
| PDC       | - Porterville Developmental Center                                               |
| PDF       | - Program Development Fund                                                       |
| PEP       | - Purchase of Service Expenditure Projection (formerly SOAR)                     |
| PEPRA     | - Public Employees' Pension Reform Act                                           |
| PERS      | - Public Employees' Retirement System                                            |
| PET       | - Psychiatric Emergency Team                                                     |
| PIP       | - Paid Internship Program                                                        |
| PL 94-142 | - Public Law 94-142 (Right to Education Bill)                                    |
| PMRT      | - Psychiatric Mobile Response Team                                               |
| POLST     | - Physician Orders for Life-Sustaining Treatment                                 |
| POS       | - Purchase of Services funds (for Regional Centers)                              |
| PRMT      | - Post-Retirement Medical Trust                                                  |

|        |                                                           |
|--------|-----------------------------------------------------------|
| PRRS   | - Prevention Resources and Referral Services              |
| PRUCOL | - Permanently Residing in the U.S. Under Color of the Law |
| PT     | - Physical Therapy                                        |
| QMRP   | - Qualified Mental Retardation Professional               |
| RC     | - Regional Center                                         |
| RCEB   | - Regional Center of the East Bay                         |
| RCFE   | - Residential Care Facility for the Elderly               |
| RCOC   | - Regional Center of Orange County                        |
| RCRC   | - Redwood Coast Regional Center                           |
| RDP    | - Resource Development Plan                               |
| RFP    | - Request for Proposals                                   |
| RRDP   | - Regional Resource Development Project                   |
| RSST   | - Residential Service Specialist Training                 |
| SARC   | - San Andreas Regional Center                             |
| SB     | - Senate Bill (State)                                     |
| SCDD   | - State Council on Developmental Disabilities             |
| SCIHLP | - Southern CA Integrated Health and Living Project        |
| SCLARC | - South Central Los Angeles Regional Center               |
| SDRC   | - San Diego Regional Center                               |
| SDC    | - Sonoma Developmental Center                             |
| SDP    | - Self-Determination Program                              |
| SDS    | - Self-Directed Services                                  |
| SEIU   | - Service Employees' International Union                  |
| SELPA  | - Special Education Local Plan Area                       |
| SG/PRC | - San Gabriel/Pomona Regional Center                      |
| SLS    | - Supported Living Services                               |
| SMA    | - Schedule of Maximum Allowances (Medi-Cal)               |
| SNF    | - Skilled Nursing Facility                                |
| SOAR   | - Sufficiency of Allocation Report (see PEP)              |
| SOCCO  | - Society of Community Care Home Operators                |
| SPA    | - State Plan Amendment                                    |
| SRF    | - Specialized Residential Facility                        |
| SSA    | - Social Security Administration                          |
| SSDI   | - Social Security Disability Insurance                    |
| SSI    | - Supplemental Security Income                            |
| SSP    | - State Supplementary Program                             |



- TASH - The Association for the Severely Handicapped
- TCRC - Tri-Counties Regional Center
  
- UAP - University Affiliated Program
- UCI - Unique Client Identifier
- UCP - United Cerebral Palsy
- UFS - Uniform Fiscal System
  
- VAC - Vendor Advisory Committee
- VIA - Valley Industry Association (Santa Clarita Valley)
- VICA - Valley Industry & Commerce Association (San Fernando Valley)
- VMRC - Valley Mountain Regional Center
  
- WAP - Work Activity Program
- WIOA - Workforce Innovation and Opportunity Act

[alphabetsoup] January 7, 2021